



Nashville Metropolitan Government
Department of General Services
Office of Fleet Management

Comprehensive Administrative Order

(Note: This document contains hyperlinks to assist navigation within the document.)

CONTENTS

[Introduction](#)

[Section 1](#) **Agency Fleet Coordinator**

Designation
General Duties
Agency Fuel Management

[Section 2](#) **Asset Assignment, Acquisition, and Disposal**

Fleet Assignments	Fleet Acquisitions
Fleet Additions	Acquisition Record-Keeping
Fleet Replacements	Title and Registration
Funding	Transfers Between Metro Agencies
Specifications	Disposal

[Section 3](#) **Vehicle/Equipment Configuration**

Configuration Management
Unit Markings

[Section 4](#) **Fuel**

Fueling Options
Fuel Use
Fuel Key and Card Use

[Section 5](#) **Maintenance**

Maintenance Responsibilities	Inspections
Preventive Maintenance	Roadside Assistance
Corrective Maintenance	
Warranty Repairs	
Recalls	

[Section 6](#) **Vehicle/Equipment Use and Operation**

Driver/Operator Requirements
Acceptable Use
Driver/Operator Responsibilities
Engine Idling Restricted
Smoking /Tobacco Products Prohibited

[Section 7](#) **Agency Vehicle and Use Management**

Vehicle Management
Use Management
24-hour/Take Home Authorization
Annual 24-hour/Take Home Approval and Review
Tax Implications of Metro Vehicle Use

[Section 8](#) **Optimal Utilization of Fleet Resources**

Resource Allocation and Management
Agency Utilization Review

[Appendix A](#) **Definitions**

[Appendix B](#) **Requirements and Responsibilities — Drivers/Operators**

[Appendix C](#) **Requirements and Responsibilities — Agency Fleet Coordinators**

[Appendix D](#) **Requirements and Responsibilities — Agency Heads**

Introduction

Governing Authority

Executive Order No. 031

Purpose

The efficient and effective delivery of many services by Metro agencies is dependent upon the availability of appropriate, well maintained motor vehicles and equipment. The Department of General Services, Office of Fleet Management (OFM) is responsible for ensuring that safe, reliable fleet units as well as fuel are accessible and efficiently used for Metro business.

The intent of this OFM Comprehensive Administrative Order is to set out the standards for the use and operation of the Metro fleet of motor vehicles and equipment.

Applicability

This OFM Administrative Order applies to all motor vehicles and equipment rented or leased by or purchased by the Office of Fleet Management.

Exceptions

A request for an exception to any provision of this OFM Administrative Order must be signed by the user Agency Head and submitted in writing to the Director of General Services for review and approval determination.

The Agency Fleet Coordinator (refer to [Section 1](#)) is responsible for maintaining (for audit and other purposes) a copy of all General Services approved exception requests.

Compliance and Enforcement

All Metro personnel share in the responsibility for compliance with this OFM Administrative Order. Any violations should be brought to the attention of an appropriate user agency supervisor. Further, the Agency Fleet Coordinator is responsible for overseeing and managing compliance and ensuring the maintenance of comprehensive documentation demonstrating that the user agency is in compliance with all requirements herein.

Each Agency Head is responsible for the enforcement of this OFM Administrative Order and may issue policy and procedures that are more restrictive than or supplementary to its requirements.

Disciplinary Action

Disciplinary action to be taken when employees violate the requirements of this OFM Administrative Order should be consistent with policies and procedures set by each agency and, to the extent applicable, the rules of the Civil Service Commission.

Documentation

This OFM Administrative Order is published at the General Services' Inside Metro website.

Approval

Gerald Smith

Director of General Services

3/3/2025 | 2:01 PM CST

Date

Stacey Wall

Assistant Director, Office of Fleet Management

3/3/2025 | 1:32 PM CST

Date

Section 1: Agency Fleet Coordinator

A. Designation

Each Agency Head must designate an Agency Fleet Coordinator to serve as the primary contact and liaison between the user agency and OFM.

B. General Duties

The Agency Fleet Coordinator will be responsible for carrying out responsibilities as assigned by the user Agency Head and will be responsible for the following duties:

1. disseminate information from OFM to agency employees (including the all directives pertinent to employee use of Metro vehicles and equipment);
2. train agency employees as appropriate regarding the requirements of this OFM Administrative Order;
3. administer internal agency process toward ensuring that all agency assigned units are maintained, serviced, and repaired in accordance with manufacturers' standards and OFM requirements;
4. report to OFM any actual or anticipated issues relating to vehicles, equipment, or fuel;
5. communicate with OFM management as necessary, required, and appropriate;
6. manage agency compliance with and any disciplinary action relating to this OFM Administrative Order;
7. review the work of any agency staff assigned to assist in the completion of Agency Fleet Coordinator responsibilities; and
8. complete or manage other duties or responsibilities relating to fleet operations that may be directed by the Department of General Services, Office of Fleet Management.

C. Agency Fuel Management

OFM will make fuel transaction data available, and the Agency Fleet Coordinator will be responsible for managing and monitoring the user agency's use of vehicles, equipment, and fuel (fuel keys and fuel cards) including the following associated duties:

1. train agency personnel for proper fuel key and fuel card use;
2. review agency fuel transaction data (e.g., randomly assessing, by PIN, odometer readings, locations, date and time of fueling, and amounts and types of fuel to identify inconsistencies);

3. analyze fuel key and fuel card use by user agency personnel;
4. review, document, and report instances of improper fuel key and fuel card use;
5. review, document, and report instances of emergency situation use of a fuel key or fuel card (which might not otherwise be compliant with policy);
6. review, document, and report fuel card purchase exceptions;
7. review, deactivate, and maintain up-to-date active, fuel key and fuel card PIN number assignments to agency personnel (so that assignments always reflect current personnel and responsibilities);
8. review, document, and report any damaged, lost, or stolen fuel key or fuel card to the OFM Fuel Coordinator and request any necessary replacement;
9. report to OFM any actual or anticipated issues relating to availability or the use of fuel by the user agency;
10. communicate with the OFM Fuel Coordinator as necessary, required, and appropriate; and
11. coordinate agency enforcement of and any disciplinary action relating to user agency personnel use of fuel keys and fuel cards.

Section 2: Asset Assignment, Acquisition, and Disposal

A. Fleet Assignments

1. OFM assigns fleet units to user agencies for that agency's use and proper management in accordance with good business practice and OFM directives.
2. OFM assigns fleet units on the basis of user agency justification of need, and assignments are contingent, in part, upon optimal use (unit being driven/operated for Metro business a number of miles or hours of operation annually) per OFM guidelines.
3. The number of fleet units available for assignment to each user agency also substantially depends on resource availability.

B. Fleet Additions

1. Each Metro agency must submit requests to OFM for new vehicles and equipment costing \$10,000 or more per unit (regardless of the funding source).

NOTE: OFM does not purchase and will not maintain fleet units costing less than \$10,000.

2. Each user agency must submit to OFM a written request for additional fleet units along with any special, related specifications. The request must include explicit verification that:
 - a) each additional unit will be used by a new or expanded program;
 - b) each additional unit is necessary for the completion of Metro business; and
 - c) no existing user agency units are available for reassignment to meet the new program requirements.
2. Factors considered by OFM in making fleet unit addition recommendations include the user agency's:
 - a) justifications for requested additional units; and
 - b) plan addressing any utilization shortfalls (refer to [Section 8](#) for additional information).
3. OFM will prepare an annual capital budget request for additional fleet units. OFM will include a tabulation of user agency existing unit mileage and use data with the capital budget request submitted for Finance Department consideration.

C. Fleet Replacements

1. Service Life

OFM determines a standard anticipated service life for all unit types toward enabling Metro to accrue the greatest value from assets by maximizing use and minimizing life-cycle operating costs.

2. Replacement Determination

OFM will review the fleet annually to develop a list of units expected to meet the following replacement criteria.

- a) unit was destroyed; or
- b) unit meets potential replacement thresholds determined by OFM each budget cycle based on:
 - comparisons with other similar classified units;
 - time in service (age);
 - mileage (odometer);
 - hours driven/used (hour meter);
 - operating environment/use application/utilization patterns;
 - operating cost (less fuel);
 - maintenance history;
 - condition; and
 - reliability.

3. Agency Priority

OFM will coordinate with Agency Fleet Coordinators to identify specific units for replacement in the next budget year. Since resources may not be made available for the replacement of all units meeting replacement criteria, each user agency must determine the agency's replacement priorities and communicate those decisions to OFM.

4. OFM will prepare an annual capital budget request for fleet units replacements. OFM will include a tabulation of user agency existing unit mileage and use data with the capital budget request submitted for Finance Department consideration.

D. Funding

Each user agency must include funding information with each vehicle/equipment acquisition request and annotate the funding source in the Metro financial system. The following requirements are applicable depending on the funding source.

1. 4% Fund

The user agency must submit to OFM a request to purchase units with 4% funds along with associated replacement priority information. General Services will use the information to develop budget authority and 4% funds requests for replacement and additional units.

2. Enterprise Fund

The user agency must submit to OFM a request to purchase units with enterprise funds along with certifications of funding availability for both the purchases and associated operating expenses. The Agency Head must sign and submit that certification of funding to both OFM and the Department of Finance, Office of Management and Budget for approval.

3. Grant Funding

The user agency must submit to OFM a request to purchase units with grant funding through the Department of Finance, Division of Grants Coordination. Additionally, for grant funded units that will be maintained by OFM, the agency must:

- a) notify the OFM Asset Manager of any grant request that includes units to be maintained by OFM;
- b) provide OFM with justification for grant funded purchases (e.g., for new program, expanding program, new federal/state/local requirements, etc.);
- c) identify the funding source for operating costs of new units, and submit documentation for Director of Finance approval if operating costs will be covered by the general fund;
- d) provide OFM with documentation of Director of Finance approval to request grant funded units not specified in the original grant budget (e.g., near an existing grant program's year end, a user agency may wish to purchase equipment not originally included in the grant budget by seeking approval from the grantor to amend the original grant budget);
- e) ensure that all units are purchased off of Metro contract;
- f) ensure that the Department of Finance has created a separate grant account business unit in the Metro financial system, and provide the associated information to OFM before any unit is ordered;
- g) ensure that units are tracked and identified as being grant funded in the fixed assets system; and
- h) acknowledge and adhere to all the following requirements:
 - i) OFM will have final approval regarding unit specifications;
 - ii) vehicles must be purchased while manufacturer order banks are open and will not be purchased off the lot unless a contracted vendor has the unit on hand and will sell it at or less than the contract price;
 - iii) grant funded units will not be replaced with Metro funds unless approved by the Director of Finance; and

- iv) OFM will have final approval authority for purchases of units which will be maintained by OFM.

4. Other Funding

A user agency request for units to be added to the fleet inventory with other funding sources (not described above) must include:

- a) documentation of the funding source(s); and
- b) certification of funding availability in the annual operating budget (signed by the Agency Head and approved by the Department of Finance, Office of Management and Budget).

E. Specifications

OFM will work with user agency staff to determine vehicle and equipment specifications. These specifications must reflect economical standardization to the extent possible as well as ensure that units meet operational requirements.

1. Standard Vehicles

OFM will authorize acquisition of the most economical vehicles (to purchase and operate) that are suitable for the intended use and do not have unnecessary features or options. Typically, OFM will authorize compact and mid-size automobiles. However, a user agency may request OFM approval of another type vehicle if it is necessary for the intended use.

2. Sport Utility Vehicles (SUVs)

To request an SUV, an agency must submit to OFM an Agency Head signed cost/benefit analysis indicating that, given the intended use, an SUV would likely be more economical and practical than an auto or a pick-up truck.

3. Replacements

OFM will only authorize "like kind" replacements of fleet units except in instances when an Agency Head provides and OFM approves written justification detailing the need for different specifications.

F. Fleet Acquisitions

OFM will initiate fleet acquisitions and complete purchases of fleet units through the Department of Finance, Procurement Division and in accordance with Metro Procurement Code and associated regulations.

1. New Purchase

OFM will order all units with a purchase price greater than \$10,000.

- a) Units will not be purchased off-contract from dealer stock unless otherwise approved in writing by both OFM and the Department of Finance, Procurement Division.
- b) OFM may not approve options and accessories (e.g., tool boxes, lights, cranes, lifts, etc.) that were not requested in the original order, and if such is approved, any associated expense will be the user agency's responsibility.

2. Lease

With the exception of

“leases of equipment (exclusive of office equipment) and motor vehicles used for seasonal construction or repair work including, but not limited to street and road paving and construction projects,”

M.C.L. § 5.04.020, provides that

“leases for equipment or automobiles shall be approved by resolution of the metropolitan council if the annual expenditure for the lease exceeds five thousand dollars per year.”

- a) OFM encourages use of short term leases in lieu of purchase when the need for the unit does not warrant purchase (e.g., crane trucks, bucket trucks, construction equipment, etc. that are under contract for short term rental or lease).
- b) To request a leased unit requiring Metro Council approval, a user agency must provide the Council with documentation of a lease-versus-buy analysis showing the lease to be more advantageous to Metro than ownership.
- c) All leasing must be accomplished through leasing contracts established by the Department of Finance, Procurement Division.
- d) Upon the lease of any units that will be managed and maintained by OFM, the user agency must notify OFM and provide lease documentation to the Department of Finance to determine if the units must be entered in the Fixed Assets module as a fixed asset (capitalized) or tracked asset.

3. Used Units

All purchases of used vehicles and equipment must be consistent with state law, the *Metropolitan Charter* and the *Metropolitan Code of Laws*. OFM must inspect the used units and approve any such purchase in writing before the Department of Finance, Procurement Division may proceed with acquisition.

If approved used units may be purchased from a:

- a) commercial vendor through competitive bidding; or
- b) governmental entity (M.C.L. § 4.12.090, provides that, *“the purchasing agent may purchase from any federal, state or local governmental unit or agency*

secondhand articles or equipment or other materials, supplies, commodities and equipment without public advertising and competitive bidding.”).

In either case, the resulting price must favorably compare with the value range for the subject unit(s) published by a nationally recognized source of relevant expertise (as determined by OFM) or an actual appraisal by a licensed appraiser.

4. Donated Units

Agencies are authorized to take possession of donated units upon Metro Council approval, provided that it is in accordance with Executive Order No. 007. Upon approval of a donated unit, the agency must notify both OFM and the Department of Finance. Donated units will be titled, registered, licensed, and marked as Metro-owned by OFM and may not be returned to the donor. Donated units may not be replaced with appropriated funds without Director of Finance approval.

G. Acquisition Record-Keeping

1. Agencies must provide purchase documentation to OFM as necessary for the inclusion of units in the fixed asset system as a tracked asset.
2. The OFM asset manager will maintain (in digital format as appropriate) a central file of fleet unit acquisition information that is relevant to OFM operations and as required by the Finance Department.

H. Title and Registration

OFM is responsible for obtaining titles for and registering Metro units. Before operation, all Metro fleet units must be registered and have a license plate affixed in accordance with *Tennessee Code Annotated § 55-4-223*.

1. Registration

When filing application for certificate of title and registration, OFM will provide the Davidson County Clerk:

- a completed title and registration application;
- a Government Service Vehicle Registration Application;
- a manufacturer’s certificate of origin and new vehicle invoice as applicable; and
- a properly assigned Certificate of Title, seizure documents, or court order for used units.

The County Clerk will issue a license plate and registration certificate and forward the title application to the Tennessee Department of Revenue for certificate of title issuance.

2. License Plates

- a) Government Service Plates – OFM will typically affix Government Service plates to Metro vehicles.
- b) Standard Plates – OFM will affix a regular series (standard) license plates to selected Metro vehicles to conceal the identity of:
 - i) officials or department heads; or
 - ii) law enforcement officers involved in surveillance or undercover activities.

if the user agency submits to OFM a completed, Agency Head signed *Government Service Vehicle Registration Application* indicating the request for blind or undercover registration (and providing a bogus name and address for undercover registration).

NOTE: A vehicle must be titled and registered with a government service plate prior to being issued an undercover registration.

- c) Metro Transfer – Government Service plates are transferrable to other Metro vehicles upon application by OFM (transfer fees may be assessed to the user agency).
- d) Termination – Government Service registration and license plates are valid until the transfer of ownership or the destruction of the associated vehicle. At which time, OFM will remove the license plate and take it to the Davidson County Clerk for destruction.

I. Transfers Between Metro Agencies

OFM written approval is required for the transfer of any unit between Metro agencies. Upon such approval, OFM will update the fixed asset and fleet systems accordingly to ensure operating costs for the unit are distributed correctly. Transferred units will retain the original identification (decal number).

J. Disposal

Pursuant to the *Metropolitan Code of Laws*, the Department of Finance, Procurement Division is responsible for vehicle and equipment disposal. However, the responsibility was delegated to the Department of General Services by a departmental memorandum of understanding dated, December 21, 2004.

1. Each Metro agency must arrange the disposal of vehicles and equipment with the OFM Asset Manager.
2. OFM will evaluate units submitted for disposal to determine condition and possible reassignment or removal from service.
3. The funding source of each unit will also govern disposal as follows.

- a) 4% Fund – Units purchased with 4% funds will be processed as surplus property, and proceeds from their sale will be credited to the vehicle and equipment capital replacement program budget.
- b) Enterprise Fund – Units purchased with enterprise funds will be processed as surplus property, and proceeds from their sale will be credited to the respective enterprise agency.
- c) Grant – Disposal of units purchased in whole or in part with grant funds must be in accordance with grantor guidelines.
- d) Other Funding – Units funded by other sources will be processed as surplus property. The user agency must consult with the Department of Finance and provide OFM with documentation directing the disposition of sales proceeds.

Section 3: Vehicle/Equipment Configuration

A. Configuration Management

No Metro vehicle or piece of equipment may be modified without written OFM management approval. Examples of such regulated modifications are:

1. window tinting – governed by *T.C.A. 55-9-107*
2. lighting – governed by *T.C.A. 55-9-401, et seq.* and any applicable provisions of the *Metropolitan Code of Laws*; any non-emergency vehicle lighting configuration must be OFM approved in writing
3. accessories or equipment that must be mounted by means of bolts or welding, or require wiring changes, including but not limited to:
 - tool boxes;
 - tow packages;
 - air compressors;
 - cranes; and
 - additional lighting.

B. Unit Markings

1. Standard Vehicle Decal

OFM will affix (to the front door of each side of any vehicle owned or leased by Metro) a clearly visible decal or seal identifying the agency to which the vehicle is assigned. This requirement will not apply to a vehicle used for selected law enforcement or prosecution purposes or assigned to transport an elected Metro official.

2. Special Agency Vehicle Decal

Selected agencies may be authorized to have their assigned vehicles marked with agency specific, specialty decals. Such a specially designed decal must clearly identify the agency as being a Metro entity, specify “For Official Use Only,” and be affixed to the front door of each side of the vehicle.

3. OFM Unit Identification Number

OFM will assign and affix, to each vehicle and piece of equipment, a unique, alphanumeric, unit identification number (used in the enterprise asset management system and affixed to respective copies of the certificate of origin, dealer invoice, title, and registration documents on file).

The OFM unit identification number will be a minimum of six-digits consisting of four (4) numbers and two (2) letters.

Section 4: Fuel

A. Fueling Options

1. Metro Fuel Sites

Metro owns and OFM operates underground, bulk fuel sites where fuel for vehicles and equipment may be obtained. A FuelMaster Prokee™ (*i.e.*, “fuel key”) and an active PIN must be used to dispense fuel at these sites and may only be used at the Metro fuel sites. A list of the sites can be found on the Inside Metro website under Fleet Management Fuel Sites (at: http://im/gsa/divisions/fleet_fuel_sites.asp).

2. Commercial Fuel Vendors

OFM has also established a fuel card program operated through a contracted fuel card vendor. The program provides access to commercial fuel sites throughout the county and across the country where fuel may be purchased for Metro vehicles and equipment. Participating gas stations display the fuel card vendor’s logo (shown on each fuel card). Generally, the logo appears on the pump with other decals of approved payment options. A list of participating vendor/locations can be found on the Inside Metro website at:

http://imtoo.nashville.org/gsa/docs/fleet/participating_vendors.pdf (sites are occasionally added and removed the list). The fuel card does not work at non-participating locations.

Fuel card program services include:

- 24-hour, seven day customer service;
- card acceptance with tax exemption program at over 300 commercial fuel sites in Davidson County;
- card acceptance nationwide at over 90% of the nation’s commercial fuel locations (not all observe Metro tax exemption);
- automatic deduction of federal, state, and local sales taxes on gasoline and diesel fuel purchases at participating vendors;
- enhanced card security PIN requirement;
- electronic billing and associated reduction of administrative costs;
- card replacement within 24 hours; and
- customized purchasing parameters (authorization controls) including transaction and daily amounts, number of daily transactions, and transaction time.

B. Fuel Use

1. Fuel obtained with Metro Fuel Program fuel keys or fuel cards must only be dispensed into the fuel tank of the assigned vehicle, equipment, or other authorized container (leased or owned by Metro).

2. Fuel obtained with Metro fuel keys or cards must not be used to fuel or fill personal vehicles, equipment, or gas cans.
3. Each Metro user agency is responsible for monitoring fuel use (*i.e.*, bulk fuel site and fuel card use) by the agency's own personnel.

C. Fuel Key and Card Use

1. Assigned Unit

- a) OFM issues fuel keys and cards to vehicles or equipment— not to individuals. Fuel keys and cards must be properly secured as follows when not in use.
 - i) A motor vehicle assigned fuel key must be secured with the key for the unit.
 - ii) To ensure that they are always accessible, a motor vehicle assigned fuel card must remain with the unit and not with an individual. It must be kept with the fuel card vendor's driver guide (that provides information on how to use the card) in the protective sleeve issued with each fuel card and secured in the glove box or similar area.
- b) Fuel keys and fuel cards must only be used for the vehicle or equipment to which it is issued/assigned unless another use has been properly and specifically authorized (reference the following subsection c).
- c) In emergency circumstances, a supervisor may approve the use of an assigned key or card to fuel another unit or authorized container. In which case, the supervisor must document the nature of the emergency situation with the following information and forward the explanation to the Agency Fleet Coordinator no later than the end of the supervisor's next regular shift:
 - i) identification of the vehicle or equipment fueled;
 - ii) personnel assigned to use the unit;
 - iii) date and fueling location; and
 - iv) the reason the assigned fuel key or fuel card could not be used.

2. Personal Identification Number (PIN)

OFM will provide authorized agency drivers with a PIN for fuel key use and another PIN for fuel card use. Both require a PIN to identify the driver and authorize a transaction at a Metro or commercial fuel site. Drivers must ensure proper safeguards are taken so their PINs are not used by other, unauthorized individuals. A fuel key or fuel card PIN must not be kept with, written on or on any item affixed to the fuel key or card, and must not be given to anyone else (except a fuel card PIN may be given to the fuel card vendor's customer service representative as may be necessary).

3. Fueling Location Selection

Metro personnel should fuel Metro vehicles and equipment at the closest Metro-owned fuel site or fuel card participating vendor location (reducing the amount of travel and time required for refueling).

4. Authorized Purchases

Fuel cards may only be used to buy assigned unit fuel and car washes at participating gas stations (unless otherwise approved by OFM).

5. Fuel Type

87 Octane gasoline, E85 ethanol (flex-fuel vehicles), and #2 diesel fuel may be purchased with a fuel card. Premium or other fuel types must not be purchased unless OFM written approval of an exception is secured (exceptions may be granted for reasons including: the availability of other fuel types; vehicles with special fuel requirements; fuel shortages; and emergency situations).

6. Transaction Limits

Fuel Keys and Fuel Cards are programed to permit transactions up to a maximum number of gallons per day as well as to limit the number of transactions per day. Depending upon the type of vehicle/equipment, purchases are authorized for gasoline only, diesel fuel only, or a combination of both for vehicles with auxiliary equipment operating on a different type of fuel.

NOTE: If an individual gas station sets a fuel purchase dollar limit, the fuel card does not override that limit.

7. Odometer Readings

An accurate odometer reading (not including tenths of miles) is required for every fuel transaction and must always be entered at the fuel site.

8. Fueling Procedures

NOTE: At a commercial fuel vendor, purchase fuel at the pump using the fuel card reader.

To begin fueling:

- insert the fuel key or card (as applicable) into the reader;
- enter the corresponding PIN;
- enter an accurate odometer reading (whole miles only) for the vehicle being fueled;
- select the pump number at a Metro-owned fuel site, or select the fuel type (diesel or gasoline) and grade at a commercial fuel vendor pump.

9. Fuel Key and Fuel Card Failures

- a) If a fuel key fails, it may result from an individual key failure or may indicate a Metro-wide problem. Report the failure to the Agency Fleet Coordinator and the OFM Fuel Coordinator. The OFM business office can evaluate the programming of a fuel key and issue a new one as necessary.
- b) If a fuel card swipe fails at a gas station pump, try to complete a transaction at a different, participating gas station. If the fuel card swipe fails at a second location, report the failure to the Agency Fleet Coordinator and the OFM Fuel Coordinator.

10. Lost or Stolen Fuel Keys and Fuel Cards

- a) If a fuel key or fuel card is lost or stolen, the person discovering the loss is responsible for reporting it immediately to:
 - i) the Agency Fleet Coordinator,
 - ii) the OFM Fuel Coordinator, and
 - iii) the fuel card vendor's customer service center (if it is a fuel card).
- b) The Agency Fleet Coordinator must request the replacement of a fuel key or fuel card as necessary. Such requests must be approved by the Agency Head and submitted to the OFM Fuel Coordinator by e-mail.
- c) Only OFM management is authorized to issue/reissue fuel keys and fuel cards.

11. Controls and Monitoring

- a) The Agency Fleet Coordinator is responsible for monitoring fuel key and fuel card usage by agency employees.
 - i) At minimum, monitoring should include, but is not limited to, reviewing odometer readings; locations, date and time of fueling; and, amounts and types of fuel.
 - ii) The Agency Fleet Coordinator must report inconsistencies or unauthorized transactions to the user Agency Head and the OFM Fuel Coordinator.
- b) Details of all fuel purchase transactions are recorded and will be available for user agency review.
 - i) OFM will make Metro bulk fuel site (fuel key) transaction data available to Agency Fleet Coordinators upon request within 5 Metro business days.
 - ii) An Agency Fleet Coordinator must arrange with the OFM Fuel Coordinator to obtain access for selected agency personnel to review fuel card transactions data through the fuel card vendor portal.

- iii) Agency Fleet Coordinators must also update the OFM Fuel Coordinator in writing with the details of any changes in personnel designated to have access to and review fuel program data through the fuel card vendor portal.

Section 5: Maintenance

A. Maintenance Responsibilities

1. Each Metro user agency and its designated Agency Fleet Coordinator is responsible for ensuring that all assigned vehicles and equipment are properly maintained, serviced, and repaired.
2. OFM will provide or arrange the maintenance, service, and repair of all Metro units subject to this order (unless prior approval is granted by OFM management) and will ensure that parts and materials used meet specifications so as not to void warranty coverage.

B. Preventive Maintenance

Preventive maintenance (a.k.a., “scheduled maintenance”) is the most important aspect of fleet management. It includes:

- oil and filter changes;
 - tire rotations, service, and replacement;
 - cooling systems inspection and service;
 - brake systems inspection and service; and
 - transmission inspection and service.
1. The Agency Fleet Coordinator must:
 - a) ensure that all units have regular preventive maintenance performed at minimum as required by the manufacturer;
 - b) communicate special maintenance requirements to OFM; and
 - c) identify units that require special preventive maintenance as a result of their operating environment such as those that involve:
 - towing or carrying heavy loads;
 - extensive idling;
 - driving at low speeds for long distances;
 - driving in dusty conditions;
 - off-road operation;
 - use of E85 fuel 50% or more of the time;
 - natural gas or propane vehicles; and
 - police use.

C. Corrective Maintenance

OFM will provide a full range of corrective maintenance services including vehicle and equipment repairs and accident management.

D. Warranty Repairs

OFM will handle all warranty work through a manufacturer's dealership or certified independent warranty vendor. (Vehicles and equipment normally come with a warranty from the manufacturer, and the vehicle manual specifies warranty information. Generally, a vehicle warranty is for a 36 months or 36,000 miles on most components.)

E. Recalls

Each agency operating Metro vehicles and equipment must comply with National Highway Traffic Safety Administration (NHTSA) and manufacturer recalls. OFM will notify agencies of any recalls associated with their assigned units and will arrange any associated inspection/corrective action as may be required. If an agency receives a recall notification directly, the Agency Fleet Coordinator must notify OFM management.

F. Inspections

1. Routine Inspections

Each Metro agency is responsible and must implement procedures for the proper, routine inspection of its assigned units for safety and maintenance deficiencies. For greatest efficiency, the Agency Fleet Coordinator may develop inspection procedures such that drivers/operators are responsible for conducting routine inspections. These procedures should ensure that the frequency of routine inspections is determined based on how units are used and include the following.

a) Weekly Inspection:

- check engine oil, coolant and other fluid levels;
- visually check tires for abnormal wear, damage, and inflation;
- check all lights;
- check wipers;
- check cleanliness inside and out- clean and wash as needed;
- monitor gauges/warning lights if equipped for correct display; and
- check other systems as indicated by the unit manufacturer.

b) Monthly Inspection:

- check tire pressure and look for signs of uneven wear or embedded objects that can cause air leaks (in winter, check tire pressure whenever there is a sharp change in temperature);
- check around the vehicle and under the engine for fluid leaks (the type of fluid leak can often be identified by the fluid's color);
- check fluid levels, including engine oil, engine coolant level, transmission fluid, and power steering fluid, according to the instructions in the owner's manual;

- check for cracked or split spark plug wires, cracked radiator hoses or loose clamps and corrosion around the battery terminals;
- check for problems with the brakes (on a straight, flat, and traffic-free stretch of road, rest your hands lightly on the steering wheel and apply the brakes gradually; if the vehicle swerves to one side, one of the brake linings may be worn more than the other, or the brakes may need adjustment);
- check for problems with wheel alignment (on a straight, flat, and traffic-free stretch of road, rest your hands lightly on the steering wheel and drive at an even speed; if the vehicle pulls to one side, the wheels may be misaligned); and
- check other systems as indicated by the unit manufacturer.

2. Regulatory Inspections

Fleet units are subject to special inspections mandated by federal, state, and local regulations. Each Metro agency must be knowledgeable of applicable special inspection regulations and ensure compliance. OFM will issue a notification when these inspections are due and confirm compliance upon the completion of major maintenance. Regulatory inspections include the following.

- a) Emissions Test (performed annually with an emissions decal is affixed to the vehicle windshield— testing records are maintained at the OFM light vehicle shop).
- b) Dielectric Test (performed by a contracted vendor annually or upon completion of major maintenance on the bucket assembly).
- c) Crane Load Test (performed by a contracted vendor annually or upon completion of major maintenance on the crane assembly).
- d) Fire Apparatus Test (performed by a contracted vendor annually or upon completion of major maintenance on the apparatus).

G. Roadside Assistance

OFM provides Roadside Assistance Services to Metro agencies (e.g., fuel can service, tire change, towing) 24 hours a day, 7 days a week (including holidays).

Roadside Assistance dispatch telephone numbers are:

615-862-5101 for units maintained by OFM

Section 6: Vehicle/Equipment Use and Operation

A. Driver/Operator Requirements

Any driver/operator who must drive a Metro motor vehicle or operate Metro equipment (regardless of whether the driver is a Metro employee or an employee of a Metro contractor) must meet the following preconditions for driving/operating a Metro fleet unit (and the user agency permitting an individual to operate a Metro unit must maintain and monitor reasonable documentation of each).

1. 18+ years old or 21+ years old if driving passengers in a van or bus;
2. valid, Tennessee driver license appropriate for assigned driving duties (Metro motor vehicle driver with an out-of-state driver license must obtain a valid Tennessee driver license within 30 days of the assignment of job duties requiring Metro fleet unit operation);
3. successful completion of a Metro-approved defensive driving course – required prior to driving a Metro vehicle and periodically thereafter (a National Safety Council defensive driving course equivalent is available through the Metro Human Resources Department for Metro employees);
4. participation in random alcohol/drug urinalysis testing as required by federal regulations for drivers/operators assigned duties requiring a commercial driver license; and
5. successful completion of a skills test on the use and operation of applicable equipment for those required to operate Metro equipment (or, otherwise, successfully complete training on the use and operation of said equipment as provided by the agency).

B. Acceptable Use

1. Metro user agencies are responsible for ensuring that fleet units used by employees are operated safely and in accordance with federal, state, and local regulations including applicable OFM directives detailed herein.

2. Davidson County Travel

Use of Metro owned vehicles is limited to travel within Davidson County, or workday travel (no overnight stay) within the six counties contiguous to Davidson County.

Standing exceptions to this restriction are the use of vehicles for official business by employees on travel status or for the purpose of transporting prisoners.

3. Official Business

Drivers must use Metro motor vehicles for the conduct of official business and not for personal or any other unauthorized or prohibited use.

NOTICE: A driver engaging in unauthorized or prohibited use of a fleet unit may not be covered by liability insurance.

a) Authorized Use Examples

- travel between the place where the motor vehicle is dispatched and where official business is performed;
- transport of Metro officers, employees, or guests on official business;
- transport of consultants, contractors, or commercial firm representatives serving the interests of Metro;
- transport of materials, supplies, parcels, luggage, or other items belonging to or serving the interests of Metro;
- transport of any person or item in an emergency situation; and
- travel between the place of dispatch or performance of business and the driver's personal residence if in accordance with a 24-hour/Take Home Authorization and associated requirements.

b) Unauthorized Use – The following uses of Metro vehicles are prohibited.

- i) use for any reason other than for purposes of official Metro business with the exception of *de minimis* use personal purposes;
- ii) travel to/from driver's personal residence if it is outside of Davidson County (even if 24-hour/Take Home Authorization has been granted);
- iii) operating a Metro fleet unit while drinking an intoxicating beverage, or while under the influence of any drug, including alcohol, which could reasonably be expected to impair one's ability to safely operate the unit;
- iv) attachment of personal property to a fleet unit (*i.e.*, DVD player, stereo components, *etc.*);
- v) placement of bumper stickers or any other signage containing commercial or political advertising on a Metro fleet unit (this prohibition includes any form of marking that could be construed as political in nature, such as the names of elected officials, *etc.*);
- vi) travel or tasks beyond the unit's payload or rated capability;
- vii) transport of any item or equipment projecting from the side, front, or rear of the fleet unit in such a way that constitutes an obstruction to safe driving or a hazard to pedestrians or to other motor vehicles;
- viii) transport of alcoholic beverages or illegal drugs of any kind except as may be required for law enforcement;
- ix) transport of acids, explosives, weapons, ammunition, or highly flammable material except upon specific Agency Head authorization or in an emergency situation involving an imminent threat to safety of persons or property;

- x) transport of cargo that has no relation to the performance of official business; and
- xi) transport of persons (families, friends, hitch-hikers, etc.) who are not Metro employees or individuals on business serving the interests of Metro.

C. Driver/Operator Responsibilities

1. Drivers authorized to use a Metro owned, rented, or leased vehicle must:
 - a) immediately report any driver license suspension or revocation to the driver's respective Agency Head and Agency Fleet Coordinator, and in such event, refrain from operating a Metro fleet unit until such time that is legal and has been approved by the respective Agency Fleet Coordinator in writing;
 - b) if required by the agency to which the fleet unit is assigned, maintain the vehicle use log (documenting use and mileage history such as date, driver name, beginning odometer miles, ending odometer miles, and destination);
 - c) ensure that each vehicle used is routinely inspected as required;
 - d) ensure that scheduled preventive maintenance is performed for each vehicle used;
 - e) ensure that the overall material condition of each vehicle used is maintained (by periodic car wash, vacuum, and other cleaning activities) such that it is a good representation of Metro and reflects an official appearance at all times;
 - f) monitor the appropriate gauges on each vehicle used to detect maintenance needs and to check and adjust, as necessary, the air pressure of the tires and fluid levels (oil, transmission, hydraulics, steering and engine cooling system) as may be recommended by the manufacturer;
 - g) take Metro vehicles to an OFM shop as soon as a potential problem with it is discovered;
 - h) park at a Metro facility whenever possible;
 - i) report to the Agency Fleet Coordinator any damage to Metro vehicles used by whatever cause;
 - j) in the case of an accident, notify Metro Legal Department, Claims Division in accordance with its requirements for accident reports;
 - k) ensure that the fuel key and fuel card are accounted for, tagged with the subject vehicle's decal number, and properly stored;
 - l) ensure that personal identification numbers (PINs) are properly secured;
 - m) report any problems with the fuel key, fuel card, or PINs to the Agency Fleet Coordinator and the OFM Fuel Coordinator;

- n) immediately report a lost or stolen fuel key or fuel card to the Agency Fleet Coordinator, to the OFM Fuel Coordinator, and if a fuel card, to the fuel card vendor's customer service center; and
- o) enter the correct odometer reading when using the fuel key or fuel card.

2. Parking and Traffic Violations

- a) Drivers are responsible for operating Metro motor vehicles in a safe and lawful manner and for the costs of any traffic or parking tickets issued during their use.
- b) If issued a traffic or parking citation while operating a Metro fleet vehicle, the driver must immediately report the fact and circumstances to the Agency Fleet Coordinator within five working days.

3. Tolls and Parking Fees

Drivers are responsible for paying all tolls and fees (and may file for reimbursement of the travel expenses from their respective agency). Metro motor vehicles are not exempt from tolls charged on highways or parking fees.

D. Engine Idling Restricted

- 1. Drivers/operators must turn off a fleet unit's engine upon stopping at a destination and must not allow the engine to idle at any location for more than one minute except in an emergency situation, unless it impedes the ability to perform job duties, or as otherwise indicated herein.
- 2. A Metro bus driver may not cause or allow the engine of any bus to:
 - a) idle for more than one minute prior to travel, during layover, or at the destination or conclusion of any trip or route; or
 - b) accelerate while idling, unless such action is taken in order to operate auxiliary equipment.
- 3. Idling Restriction Exceptions:
 - a) Traffic Regulation — Idling is permitted when stopping the vehicle for an official traffic control device or signal, for traffic conditions over which the driver has no control, including, but not limited to, a line of traffic, a railroad crossing, or a construction zone, or at the direction of a law enforcement officer.
 - b) Safety and Accessibility — Idling is permitted as necessary to operate:
 - i) a heater or air conditioner of a unit that has, or will have aboard children or passenger(s) with a disability or health condition that would be aggravated if the vehicle were not maintained at an adequate temperature;

- ii) defrosters, heaters, air conditioners, or other equipment to ensure the safety or health of the driver or passengers, or as otherwise required by federal or state motor carrier safety regulations; or
 - iii) a lift or other piece of equipment designed to ensure safe loading, unloading, or transport of persons with a disability.
- c) Vehicle Maintenance – Idling is permitted as part of the daily vehicle inspection, testing, servicing, repairing, or as otherwise needed to determine that the vehicle/equipment is in safe operating condition and all equipment is in good working order.
 - d) Manufacturer Recommendation – Idling is permitted to cool down a turbo charged heavy-duty vehicle for a period not to exceed five minutes before turning the engine off.
 - e) Vehicle Purpose – Idling is permitted if necessary to accomplish work for which the vehicle was designed (except transporting passengers) including but not limited to collecting waste or recyclable material; controlling cargo temperature; or operating a lift, crane, pump, drill, hoist, mixer, or other such auxiliary utilitarian equipment.
 - f) Equipment Operation – Idling is permitted if necessary to operate other equipment that runs intermittently.
 - g) Recharging – Idling is permitted to recharge a battery or other energy storage unit of a hybrid electric vehicle/equipment.
 - h) Bus Idling – Bus idling is permitted within periods of the following circumstances:
 - i) Safety or Emergency – when idling is necessary to operate flashing signal lamps or stop signal arm devices; or use the bus as an emergency vehicle.
 - ii) Queuing – where the physical configuration of a school (or other such location) requires a queue of buses for the sequential discharge or pickup of passengers and buses are actively engaged in the discharge or pickup of passengers.
 - iii) Cold/Hot Weather – when the outside temperature is less than 40°F or greater than 75°F, idling is permitted for a period or periods aggregating not more than 20 minutes in any 60-minute period.

NOTICE: Notwithstanding anything herein to the contrary, nothing in this OFM Administrative Order shall allow idling in excess of other applicable laws or regulations.

E. Smoking and Use of Tobacco Products Prohibited

Smoking, the use of tobacco products, and the use of any type of electronic cigarette or other such device that simulates smoking in any Metro vehicle or equipment is prohibited.

Section 7: Agency Vehicle and Use Management

A. Vehicle Management

User agencies are responsible for actively managing assigned fleet units toward achieving the most efficient and effective deployment of resources. The respective Agency Fleet Coordinators are ultimately responsible for the efficient and economical use and effective control of assigned vehicles. Agency fleet management objectives may include:

1. Establishing procedures for managing and dispatching motor vehicles. Generally pool vehicles should be assigned to work groups whose job responsibilities include business trips during normal duty hours. In which case, one member of the work group might be assigned accountability for the vehicle and ensuring routine vehicle inspections and driver requirement compliance.
2. Implementing procedures for the routine inspection of assigned units for safety and maintenance deficiencies.
3. Locating/parking agency motor vehicles and motor pools as close as possible to the largest concentration of drivers, and whenever possible, at Metro facilities.
4. Optional (at user agency discretion) record-keeping to ensure that relevant data is readily available for periodic analysis of vehicle usage (it may include a motor vehicle use log to document usage and mileage history of each unit assigned to an agency vehicle pool by recording date, driver name, beginning odometer miles, ending odometer miles, and destination).

B. Use Management

1. Each User Agency Head has authority to assign and authorize use of motor vehicles under her/his agency's purview to best ensure the effective conduct of agency business and efficient use of Metro resources, PROVIDED THAT all vehicle use authorizations meet applicable requirements and qualifying conditions specified herein.
 - a) Elected Official – Elected officials may be entitled to the use of a Metro vehicle on a 24-hour/Take Home basis (provided that the official's residence is within Davidson County).
 - b) Pool Vehicle Designation – Each agency will likely designate motor vehicles to be used in a shared environment as pool vehicles. Generally, this will involve assigning units to organizational units for record-keeping, inspections, and supervisory purposes.
 - c) 24-hour/Take Home Authorization – A user Agency Head may grant 24-hour/Take Home Authorizations in accordance with applicable requirements and qualifying conditions specified below.

C. 24-hour/Take Home Authorization

1. Qualifying Conditions

An Agency Head may grant 24-hour/Take Home Authorization to an individual given exclusive control over the use of a specified vehicle 24 hours a day and approval to drive the vehicle home between workdays (or to a set of individuals approved to drive a specified vehicle home between workdays on a rotating basis), PROVIDED THAT the following qualifying conditions are met:

- a) the residence of each driver authorized to drive home between workdays must be within Davidson County;
- b) each driver authorized is on-call and must, as a condition of employment, regularly respond and travel to the scene of emergencies on a 24/7 basis at sites or under conditions which would endanger privately owned vehicles, or in a vehicle with special equipment, that is used to transport equipment too large or heavy or with special features making transfer between vehicles impractical (For these purposes, "special equipment" does not include radios, antennas, markings or warning lights. Examples of qualifying special equipment include cranes, welders, air compressors and service bodies.); AND
- c) it is anticipated that the authorized driver (or drivers authorized on a rotating basis) will respond and travel to emergency scenes after normal work hours in a minimum of 12 instances per year.

2. Additional Requirements

- a) An individual is only eligible for 24-hour/Take Home Authorization to drive a Metro vehicle home between workdays if the person's residence is within Davidson County. If the driver's home is outside of Davidson County, the Metro vehicle used must be parked at workday end at the driver's official work station (*i.e.*, driving part of the way between work and home to park near the county line is prohibited).
- b) An individual authorized to drive a Metro vehicle home and back to work again may not use the vehicle for any other purposes except when called out after normal work hours for Metro business.
- c) Unmarked vehicles are not eligible for 24-hour/Take Home Authorization except those assigned to the police department and engaged in full-time covert (undercover) operations.
- d) Each user agency is responsible for minimizing the number of on-call personnel who must drive Metro vehicles home. (For example: when employees can be used interchangeably or no clear-cut geographical assignments are necessary for the on-call work, such assignments might be rotated among the employees so that only one employee or a few employees are on-call and need 24-hour/Take Home Authorizations).

- e) If a 24-hour/Take Home Authorization, which would not be compliant with applicable requirements and qualifying conditions, appears to be in the public interest, the Agency Head may submit an exception request to the Director of General Services. Such a request should specify the requirements and qualifying conditions for which an exception is requested along with the relevant circumstances and reasoning and be signed by the Agency Head. A separate exception request is required for each instance in which an exception is requested to permit a 24-hour/Take Home Authorization.

Examples of unacceptable justifications for 24-hour/Take Home Authorization include:

- 24-hour/Take Home Authorization is a generic requirement for a position;
- driver must attend meetings or other functions during off-duty hours;
- driver occasionally uses a two-way radio while off duty; and
- driver is on 24-hour call, but required to report to an emergency during off-duty hours less than the minimum threshold of 12 times a year.

D. 24-hour/Take Home Authorization Annual Approval and Review

1. Annual Approvals

Before the end of each calendar year, the Agency Fleet Coordinator is responsible for compiling a listing of 24-hour/Take Home Authorization approvals for the next annual period.

- a) The 24-hour/Take Home Authorizations Approvals listing must include:
- i) identification information for each applicable fleet unit;
 - ii) identification information for each individual authorized and for which associated qualifying conditions are met; and
 - iii) Agency Head signature of approval and confirmation that qualifying conditions are met in the case of each approval detailed.
- b) The Agency Fleet Coordinator must submit the 24-hour/Take Home Authorizations listing to OFM annually as required and update the listing as necessary by providing OFM with relevant details upon the occurrence of authorization changes during the annual approval period.

2. Annual Review & Report

The cost associated with each 24-hour/Take Home Authorization must efficiently meet agency objectives for on-call and emergency services. Before the end of each calendar year, the Agency Fleet Coordinator must analyze the year-to-date 24-hour/Take Home Authorizations to determine compliance with all associated requirements and qualifying conditions.

- a) Findings – The review must identify all instances in which a 24-hour/Take Home Authorization failed to comply with applicable requirements and qualifying conditions, and it must address each authorization found non-compliant by providing:
 - i) confirmation that the 24-hour/Take Home Authorization will not be approved for the next annual period; or
 - ii) justification for continuing the 24-hour/Take Home Authorization.
- b) Report – As required by OFM, each Agency Fleet Coordinator must:
 - i) document the review and findings as indicated;
 - ii) submit the Review documentation to OFM; and
 - iii) prepare for the possible questions about and review or audit of the information detailed.

B. Tax Implications of Metro Vehicle Use for Commuting

The personal use of a government-owned motor vehicle could constitute a federally taxable fringe benefit. However, if the use of a Metro vehicle for commuting meets the conditions for “qualified non-personal use vehicles,” it may be excludable as a “working condition fringe benefit” under federal tax regulations. (For more information, refer to IRS Publication 15-B (2014), Employer’s Tax Guide to Fringe Benefits or an equivalent source.)

DISCLAIMER: The Department of General Services takes no position as to whether or not the use of a Metro vehicle for commuting pursuant to an approved 24-hour/Take Home Authorization constitutes a federally taxable fringe benefit.

Section 8: Optimal Utilization of Fleet Resources

A. Resource Allocation and Management

1. OFM is committed to garnering the greatest value from fleet resources at the lowest costs. Accordingly, OFM will work to allocate those resources and foster asset management such that fleet units are actively and consistently in use for official business purposes on an regular basis (as opposed to sitting idle and unused).

2. Utilization Benchmarks

Along with other indicators (e.g., utilization patterns/use hours, age, operational cost, maintenance history, etc.), OFM will gauge optimal use in appropriate consideration of the following minimal use patterns:

- 6,000 miles driven annually – vehicles less than 1 ton GVWR;
- 3,200 miles driven annually – vehicle greater than 1 ton GVWR; or
- use consistent with equipment replacement cycle published by OFM.

3. Optimal Utilization Support

- a) OFM will submit agency existing unit mileage use data with the capital budget requests.
- b) OFM will publish Metro agency Utilization Review Reports (reference subsection B, below) so that Metro Internal Audit and the public may more readily evaluate fleet utilization plans and practices.
- c) OFM will consider the benefits of and confer with user agencies about leasing units in lieu of selected additional and replacement units.

B. Agency Utilization Review

1. The Agency Fleet Coordinator must complete an annual Agency Utilization Review which includes:
 - a) a critical analysis of prior year vehicle/equipment operating data;
 - b) determinations of whether or not the operation of each assigned unit aligns with the above-referenced minimal use pattern benchmarks (reference subsection A.2., above); and
 - c) decisions about whether or not to reassign or dispose of each vehicle that does not conform with the benchmarks and the reasoning therefore.
2. Before the end of the first quarter of each calendar year, the Agency Fleet Coordinator must document the Agency Utilization Review data, findings, and related management decisions in the form of an Agency Head approved report to

OFM that explains and addresses utilization shortfalls and specifies the agency plans for achieving optimal use of assigned fleet resources.

Appendix A: Definitions

The following definitions will apply for purposes of this OFM Administrative Order.

24-Hour/ Take Home Authorization	the assignment of a Metro motor vehicle to an employee whose duties require 24-hour access to a Metro vehicle and who is given exclusive control over its use during the workday as well as authority, under certain conditions, to drive it home at the end of the workday
abuse	the failure of a vehicle/equipment driver or operator to: <ul style="list-style-type: none"> ▪ observe reasonable caution and care in operation or storage; ▪ adhere to the maintenance schedule for said unit; ▪ protect it from use by an unauthorized person; or ▪ maintain records, logs, or reports for the unit required herein or otherwise.
agency (a.k.a., user agency)	a Metro agency, department, institution, board, bureau, or authority to which OFM issues/assigns a vehicle or equipment
Agency Fleet Coordinator	employee designated in each agency to serve as the primary contact and liaison between the agency and OFM and to manage and monitor the agency's use of vehicles, equipment, and the OFM fuel program
Agency Head	an agency's chief executive officer or designee
bus	any motor vehicle, other than a taxicab, designed and used for the transportation of persons for compensation or designed for carrying more than ten passengers and used for the transportation of persons
de minimis use	the casual or incidental use of a vehicle, such as stopping for a personal errand or meal while driving a Metro vehicle for official business
electronic cigarette	an e-cigarette, electronic vaping device, personal vaporizer, electronic nicotine delivery system, smokeless cigarette, or other type of battery-powered device that simulates tobacco smoking; generally uses a heating element that vaporizes a liquid solution (some solutions contain a mixture of nicotine and flavorings, while others release a flavored vapor without nicotine)
equipment	all units managed and maintained by OFM that is not an automobile, SUV, truck, van, bus, or other motor vehicle intended for on road transportation
fleet addition	a vehicle or piece of equipment that would increase the total fleet inventory
fleet replacement	a vehicle or piece of equipment that would an existing unit in the fleet inventory; only "like kind" replacements of fleet units will be authorized unless an Agency Head provides and OFM approves justification detailing the need for different specifications

fuel card	a purchasing card that provides a payment method enabling the cardholder to make purchases for Metro vehicles and equipment (purchases are paid by the fuel card vendor, which then bills Metro for them)
fuel card vendor	the Metro contractor that provides fuel cards, associated services, and billing for fuel card purchases
fuel key	a FuelMaster Prokee™ card, which is used to obtain fuel from Metro-owned fuel sites
idle or idling	the engine is running while the vehicle is stationary or while the piece of off-road equipment is not performing work
lease, long term	a lease for a period greater than one year (a.k.a., capital lease)
lease, short term	a lease for a period of one year or less (a.k.a., operating lease)
Metro	Metropolitan Government of Nashville and Davidson County
misuse	the use of a Metro unit for an unauthorized or prohibited purpose
OFM	Department of General Services, Office of Fleet Management
operating costs	the recurring costs of installation, maintenance, insurance, fuel, etc. that are essential for the proper functioning and use of a vehicle or equipment of any type
participating vendor	a commercial fuel vendor (gas station) that participates in the fuel card vendor's program and permits tax exempt gasoline and diesel fuel purchases for Metro units with the Fuel Card; a list of participating vendors can be found on the Inside Metro website at: http://imtoo.nashville.org/gsa/docs/fleet/participating_vendors.pdf
personal identification number (PIN)	a unique, six-digit code required for use with a fuel key or a fuel card (a different PIN is required for each) to identify the employee and authorize a transaction at a Metro-owned or a commercial fuel site, respectively
personnel, Metro or user agency	all individuals employed by Metro as well as Metro contractor employees who must drive/operate a Metro vehicle/equipment for Metro business purposes
smoking	burning tobacco or other substance in cigarettes, pipes, and cigars typically for the purpose of smoke inhalation; the use of an electronic cigarette or other such device that simulates tobacco smoking (regardless of whether tobacco or another substance is used)
tobacco products	cigarettes, cigars, and other smoking tobacco; snuff, plug and twist tobacco; any other kinds or forms of tobacco that is suitable for smoking in a pipe or otherwise consumed without burning
travel status	when a Metro employee is traveling outside of Davidson County on official Metro business pursuant to a properly approved Travel Authority

use of tobacco products	burning, smoking, or otherwise consuming any tobacco or similar product; utilizing any type of electronic cigarette or other such device that simulates tobacco smoking
unit	a term for any or all vehicles and equipment subject to this OFM Administrative Order
vehicle	any self-propelled, rubber-tired unit capable of being licensed in the state of Tennessee for over the road travel
vehicle payload	the vehicle's maximum weight specification for cargo <ul style="list-style-type: none">▪ Units equivalent to a Ford 150/250, GM 1500/2500 or Daimler Chrysler 1500/2500 series vehicle are deemed to have a payload of less than 1 ton.▪ Units equivalent to or larger than a Ford 350, GM 3500, or Daimler Chrysler 3500 series vehicle are deemed to have a payload of 1 ton or greater.

Appendix B: Requirements and Responsibilities — Drivers/Operators

1. Bring any violations of or noncompliance with these responsibilities and requirements to the attention of an appropriate agency supervisor.
2. Hold a valid Tennessee driver license within 30 days of the assignment of job duties requiring Metro fleet unit operation and meet other relevant Metro fleet driver/operator requirements.
3. Do not modify a Metro vehicle without the written approval of OFM management, and do not attach personal property to a fleet unit (i.e., DVD player, stereo components, etc.).
4. Use a Metro fuel key or fuel card only for the vehicle or equipment to which it is issued/assigned.
5. Only dispense fuel obtained with Metro fuel keys and cards into the fuel tank of the assigned Metro vehicle, equipment, or other Metro authorized container. Do not use Metro fuel keys or cards to fuel or fill personal vehicles, equipment, or gas cans.
6. Ensure that the fuel key and fuel card assigned to a Metro vehicle are accounted for, tagged with the vehicle's decal number, and properly stored.
7. Secure PINs for Metro fuel keys and cards from unauthorized use.
8. Fuel Metro vehicles and equipment at the closest Metro or participating fuel site.
9. Only use fuel cards to buy fuel and car washes for the assigned unit.
10. Purchase only 87 octane gasoline, E85 ethanol (flex-fuel vehicles), or #2 diesel fuel as appropriate with the fuel card.
11. Accurately record the vehicle odometer reading while at a fuel site to make a fuel key or card purchase.
12. Purchase fuel at the pump using the fuel card reader.
13. Report any problems with or failure of a fuel key, fuel card, or PINs to the Agency Fleet Coordinator and the OFM Fuel Coordinator.
14. Immediately report the loss of a fuel key or card to the Agency Fleet Coordinator, to the OFM Fuel Coordinator, and for a lost fuel card, to the fuel card vendor's customer service center.
15. Ensure that Metro vehicles and equipment are routinely inspected as required, properly maintained, serviced, and repaired.
16. Ensure that the overall material condition of Metro vehicles is maintained (by periodic car wash, vacuum, and other cleaning activities) such that it is a good representation of Metro and reflects an official appearance at all times.
17. Monitor Metro vehicle gauges to detect maintenance needs and to check and adjust, as necessary, the air pressure of the tires and fluid levels (oil, transmission, hydraulics, steering and engine cooling system).

18. Operate fleet units in an appropriate manner, safely, and in accordance with federal, state, and local regulations including applicable OFM directives.
19. Turn off the fleet unit's engine upon stopping at a destination, and do not allow the engine to idle at any location for more than one minute except in an emergency situation, unless it impedes the ability to perform job duties, or as otherwise expressly permitted by OFM directives.
20. Do not smoke, use tobacco products, or use any type of electronic cigarette or other such device that simulates smoking in any Metro fleet unit.
21. Use Metro vehicles only within Davidson County or for workday travel (no overnight stay) within the six counties contiguous to Davidson County (exception: employees on travel status may be authorized to use Metro vehicles for additional travel).
22. Immediately report any driver license suspension or revocation to the respective Agency Head and Agency Fleet Coordinator, and in such event, refrain from operating a Metro fleet unit until such time that is legal and has been approved by the respective Agency Fleet Coordinator in writing.
23. Report the receipt of a traffic or parking citation, while operating a Metro vehicle, along with the circumstances to the Agency Fleet Coordinator within five working days.
24. Comply with the following unauthorized/prohibited uses:
 - a. Do not use a Metro vehicle for any reason other than purposes of official Metro business (use for any personal purposes, other than *de minimis* use is prohibited).
 - b. Even with a 24-hour/Take Home Authorization, do not use a Metro vehicle for travel to/from a personal residence if it is outside of Davidson County (*i.e.*, driving part of the way to park near the county line is prohibited).
 - c. Do not use a Metro vehicle while drinking an intoxicating beverage, or while under the influence of any drug, including alcohol, which could reasonably be expected to impair one's ability to safely drive/operate the unit.
 - d. Do not use a Metro vehicle to transport alcoholic beverages or illegal drugs of any kind (except as may be required for law enforcement).
 - e. Do not attach personal property (*i.e.*, DVD player, stereo components, *etc.*) to a Metro vehicle.
 - f. Do not use a Metro vehicle for travel or tasks which are beyond the unit's vehicle payload or rated capability.
 - g. Do not use a Metro vehicle to transport families, friends, associates, or any other persons, who are not Metro employees or serving the interests of Metro.
 - h. Do not use a Metro vehicle to transport cargo that has no relation to the performance of official Metro business.
 - i. Do not use a Metro vehicle to transport acids, explosives, weapons, ammunition or highly flammable material (except upon specific Agency Head authorization or in an emergency situation involving an imminent threat to safety of persons or property).

- j. Do not use a Metro vehicle to transport any item or equipment projecting from the side, front or rear of the fleet unit in such a way that constitutes an obstruction of safe driving, or a hazard to pedestrians, or to other motor vehicles.
 - k. Do not affix bumper stickers or any other signage containing commercial or political advertising, including any form of marking that could be construed as political in nature (such as the names of elected officials, Agency Heads, etc.) to a Metro vehicle.
 - l. Do not use a Metro vehicle to transport any political campaign literature, signs, other related materials.
 - m. Do not use a Metro vehicle to transport a person or persons actively soliciting votes for a specific individual's election to public office.
25. Contact OFM for any necessary corrective maintenance services including repairs and accident management and notify the Agency Fleet Coordinator.
 26. Take Metro vehicles to an OFM shop as soon as a potential problem is discovered.
 27. Report any damage to the vehicle by whatever cause to the Agency Fleet Coordinator.
 28. Properly notify the Metro Legal Department, Claims Division in the case of an accidents involving Metro vehicles.
 29. Pay all tolls and parking fees associated with Metro vehicle use (individuals may file for agency reimbursement).
 30. Pay all costs of any traffic or parking tickets received during Metro vehicle use.
 31. Comply with federal, Internal Revenue Service (IRS) regulations if use of a Metro vehicle fails to meet IRS conditions for “qualified non-personal use vehicles” and is, consequently, a taxable fringe benefit.
 32. Park at a Metro facility whenever possible.
 33. Locate pool/shared Metro vehicles as close as possible to the largest concentration of drivers.

Appendix C: Requirements and Responsibilities — Agency Fleet Coordinators

1. Oversee and manage compliance with this OFM Administrative Order, and ensure the maintenance of documentation demonstrating that the user agency is in compliance with all requirements.
2. Maintain a copy of each General Services approved request for exemption from any of the provisions of this OFM Administrative Order.
3. Manage user agency use of Metro vehicles, equipment, fuel, fuel keys and fuel cards (refer to [Section 1](#) for responsibility details).
4. Train user agency personnel for proper fuel key and fuel card use.
5. Monitor fuel key and fuel card usage by agency personnel by reviewing agency fuel transaction data, and report inconsistencies or unauthorized transactions to the user Agency Head and the OFM Fuel Coordinator.
6. Contact the OFM Fuel Coordinator to arrange access for selected agency personnel to review FuelMaster transaction data through the fuel card vendor's portal, and inform the OFM Fuel Coordinator of any changes in personnel designated to have access to and review fuel program data.
7. Review and document any emergency situation use of a fuel key or fuel card (which may not be in compliance with standard requirements).
8. Review and document instances of improper fuel key and fuel card use.
9. Review and document any fuel card purchase exceptions and associated approval.
10. Review, deactivate as appropriate, and maintain up-to-date active, fuel key and fuel card PIN number assignments to individuals (so that assignments always reflect current personnel and responsibilities).
11. Review, document, and report any damaged, lost, or stolen fuel key or fuel card to the OFM Fuel Coordinator and submit Agency Head approved requests for replacement as necessary.
12. Document and coordinate agency enforcement of and any disciplinary action relating to agency employee use of fuel keys and fuel cards.
13. Review the work of any agency staff that may be assigned to assist in the completion of Agency Fleet Coordinator responsibilities.
14. Ensure that all agency assigned, Metro vehicles are maintained, serviced, and repaired by OFM.
15. Ensure that all assigned vehicles and equipment have regular preventive maintenance as required.
16. Ensure compliance with OFM direction relating to any manufacturer recalls associated with Metro vehicles, and notify OFM if the agency receives a recall notification from a manufacturer.

17. Identify and report to OFM any vehicles that may require special preventive maintenance as a result of their operating environment.
18. Implement procedures for fleet vehicle routine inspections for safety and maintenance deficiencies.
 - a) Weekly Inspection:
 - check engine oil, coolant and other fluid levels;
 - visually check tires for abnormal wear, damage, and inflation;
 - check all lights;
 - check wipers;
 - check cleanliness inside and out– clean and wash as needed;
 - monitor gauges/warning lights if equipped for correct display; and
 - check other systems as indicated by the unit manufacturer.
 - b) Monthly Inspection:
 - check tire pressure and look for signs of uneven wear or embedded objects that can cause air leaks (in winter, check tire pressure whenever there is a sharp change in temperature);
 - check around the vehicle and under the engine for fluid leaks (the type of fluid leak can often be identified by the fluid’s color);
 - check fluid levels, including engine oil, engine coolant level, transmission fluid, and power steering fluid, according to the instructions in the owner’s manual;
 - check for cracked or split spark plug wires, cracked radiator hoses or loose clamps and corrosion around the battery terminals;
 - check for problems with the brakes (on a straight, flat, and traffic-free stretch of road, rest your hands lightly on the steering wheel and apply the brakes gradually; if the vehicle swerves to one side, one of the brake linings may be worn more than the other, or the brakes may need adjustment);
 - check for problems with wheel alignment (on a straight, flat, and traffic-free stretch of road, rest your hands lightly on the steering wheel and drive at an even speed; if the vehicle pulls to one side, the wheels may be misaligned); and
 - check other systems as indicated by the unit manufacturer.
19. Coordinate with OFM to ensure that regulatory inspections are completed as required.
20. Maintain a system for managing and dispatching Metro vehicles and ensuring compliance with all vehicle use responsibilities.
21. Disseminate information from OFM to agency employees (including OFM requirements pertinent to employee use of Metro vehicles and equipment).
22. Train agency employees about Metro vehicle and equipment use requirements and about proper fuel key and fuel card use.
23. Maintain required documentation for every individual who drives/operates a Metro fleet unit on behalf of the user agency.
24. Implement monitoring processes for required documentation for every individual who drives/operates a Metro fleet unit on behalf of the user agency. (refer to [Section 6A](#) for Driver/Operator requirements).

25. Only permit individuals, who meet all relevant OFM requirements, to drive/operate Metro fleet units.
26. Before the end of each calendar year, compile a 24-hour/Take Home Authorization Approvals listing for the next annual period and submit an Agency Head signed copy (indicating approval of each assignment recorded) to OFM as required.
27. Update the 24-hour/Take Home Authorization Approvals listing by providing OFM with details of use authorization changes as they occur during the annual period.
28. Before the end of each calendar year, complete a 24-hour/Take Home Authorizations Review (of year-to-date authorizations) to determine compliance with all associated requirements and qualifying conditions and report findings to OFM as required.
29. Before the end of the first quarter of each calendar year, complete an annual Agency Utilization Review and submit a report to OFM that explains and addresses utilization shortfalls and specifies agency plans for achieving optimal use of assigned fleet resources.

Appendix D: Requirements and Responsibilities — Agency Heads

1. Oversee agency compliance with and the enforcement of all requirements of this OFM Administrative Order.
2. Designate an Agency Fleet Coordinator, who will be responsible for overseeing the agency's use of vehicles, equipment, and fuel (fuel keys and fuel cards) and who will serve as the primary contact and liaison between the agency and OFM regarding vehicle and equipment support.
3. Approve Metro vehicle 24-hour/Take Home Authorizations only in instances where associated requirements are met and qualifying conditions applicable (reference [Section 7](#)).
4. If a 24-hour/Take Home Authorization, which would not be compliant with applicable requirements and qualifying conditions, appears to be in the public interest, request a policy exception, submit an exception request to the General Services Director. Such a request should specify the requirements and qualifying conditions for which an exception is requested along with the relevant circumstances and reasoning and be signed by the Agency Head. Submit a separate exception request for each instance in which an exception is requested to permit a 24-hour/Take Home Authorization.
5. Minimize the need for and number of Metro vehicle 24-hour/Take Home Authorizations.