

Fleet Services - Frequently Asked Questions (FAQs)

Repair/Maintenance

Accident Procedures

Pin Questions

Proper Use of City Vehicles

Insurance

Motor Pool

Vehicle Replacement

General

Repair/Maintenance

Q. What should I do if I've lost my vehicle keys or locked them in the vehicle?

A. Fleet personnel are available from 7:00 a.m. to 4:30 p.m. Monday through Friday and can be reached at (757) 726-2958. In the case of weekend and after hours, please call 311 or (757) 727-8311 and it will provide you with the emergency on-call technician for assistance.

Q. Who do I talk to about tune-ups, oil changes and tows?

A. Fleet Services (757) 726-2958, can provide any information regarding the maintenance and care of your vehicle as well as any scheduled maintenance plans that may be due soon.

Q. If I need repairs on the weekend, what do I do?

A. If an emergency arises after hours, please call 311 or (757) 727-8311 and it will provide you with the emergency on-call technician to provide assistance.

Q. Who will change my flat tire?

A. Fleet personnel are available from 7:00 a.m. to 4:30 p.m. Monday through Friday and can be reached at (757) 726-2958. In the case of weekend and after hours, please call 311 or (757)-727-8311 and it will provide you with the emergency on-call technician for assistance.

[Go to top](#)

Accident Procedures

Q. What to do when I get into an accident?

A. In the event of an accident:

1. Immediately contact law enforcement, or dial 911. Do not leave the scene or move the vehicle until law enforcement gives you permission.
2. Immediately contact Fleet Project Coordinator Tracy Martin; she can be reached at (757) 726-2964 or after hour's contact 311.
3. While you are waiting for law enforcement, you may wish to jot down notes of your observations and contact your supervisor. Avoid making statements concerning the accident or liability, except to law enforcement or your supervisor.
4. While you are waiting for law enforcement to complete their investigation, ask potential witnesses for their names and contact information.
5. Complete a [Vehicle Accident Report](#) and send a signed copy to Fleet Project Coordinator Tracy Martin; she can be reached at (757) 726-2964 or tmmartin@hampton.gov or Business Operations Manager Melody Webb at (757) 726-2968 or mmwebb@hampton.gov . Fleet will coordinate vehicle repairs and insurance claims.
6. Risk Management and Safety must be notified immediately any time a city operation involves civilian property damage, death or injury. Risk Management: 757-727-6617 (office) or 757-870-3472 (cell) and Safety: 757-726-2931 (office) or 757-810-8673 (cell).

[Go to top](#)

Fuel Card Questions

Q. What is a PIN number?

A. The PIN number is used for security purposes when making a fuel purchase. If you do not know the PIN number, contact Fleet Services at (757) 726-2958.

Q. How do I get reimbursed when I used my personal credit card or cash to purchase fuel?

A. Please process reimbursement through your department to process your reimbursement request. Fleet Services will not provide reimbursement to your department/agency.

Q. What if my fuel FOB is not working?

A. Fleet personnel are available from 7:00 a.m. to 4:30 p.m. Monday through Friday and can be reached at (757) 726-2958. In the case of weekend and after hours, please call 311 or (757)-727-8311 and it will provide you with the emergency on-call technician for assistance.

[Go to top](#)

Proper Use of City Vehicles

Q. What happens if I am injured while driving a city vehicle?

A. If you are injured while driving a city vehicle, we ask that you report this to your supervisor for work related injury, and follow the procedures for reporting an accident as described in the "What do I do when I get into an accident?" section of this document.

Q. When can I allow my spouse, kids, or pets to ride in or drive a city vehicle?

A. Risk Management Policy requires that only city employees should occupy city vehicles. The policy states that a vehicle shall be used only for the conduct of official city business and that vehicles cannot be used for transporting family members, any other persons unrelated to the conduct of city business or pets.

Q. If a non-city employee is attending the same meeting that I am for city business; can they ride in the vehicle with me?

A. No, they do not meet the criteria for vehicle use as established Risk Management Policy.

Q. I am picking up a city vehicle tonight for a trip tomorrow. Is this okay to do?

A. Yes, it is okay to pick up the vehicle the night before a trip, as long as you only use it for city business per Fleet Services policy and Department approval.

Q. I received a speeding ticket while driving a city vehicle, am I responsible for paying the ticket?

A. Yes. Any employee in possession of a city vehicle is responsible for any citation given to them. This includes, but is not limited to, citations for parking violations, speeding, or not wearing a seat belt.

Q. Can a temporary employee drive a city vehicle?

A. Yes provided they meet the criteria for vehicle use as established by City of Hampton's Risk Management Policy.

[Go to top](#)

Insurance

Q. How does the city insure its vehicles? What do I show to the police officer if I am pulled over?

A. The city self-insures city vehicles for liability under the terms of the Government Immunity Act. Self-insurance certificates are not located in the vehicle but are governed through Risk Management.

[Go to top](#)

Motor pool

Q. How do I get general information about Motor Pool?

A. Go to the City of Hampton's Fleet Services homepage and click the link for Motor Pool for general services, information combined in a how to guide, video, and step by step instruction manual.

Q. Who is eligible for using a motor pool vehicle?

A. City employees conducting city business with department approval may use the Motor Pool. Individuals must be 18 years or older and possess a valid driver's license.

Q. What type of vehicles is available in Motor Pool?

A. Sedans, Hybrid Sedans, Mini Vans, 11 Passenger Vans

Q. What are the motor pool vehicle fees?

A.

Class	½ Day (4hr Block)	Daily	Weekly	Monthly	Fuel Cost/Mile
Sedans	\$7.15	\$14.30	\$71.50	\$286.00	.05/mi
Hybrids	\$7.15	\$14.30	\$71.50	\$286.00	.05/mi
Mini Van	\$7.40	\$14.80	\$74.00	\$296.00	.14/mi
11 Passenger Van	\$7.40	\$14.80	\$74.00	\$296.00	.14/mi
<i>*Fuel price may fluctuate by price and usage and will be added on to final invoice.</i>					

Q. How do I make a reservation?

A. Employees can go to the website and click on the Motor Pool link to register for an account. Once an account has been set-up in your name, sign in and follow the step by step instructions that have outlined.

Q. How do I fuel a Motor Pool vehicle?

A. Everyone is responsible for fueling and topping off the fuel tank upon returning the vehicle rental. There is a fueling station located in the Fleet Services Fuel Island. Customer will be assessed a premium on gas plus service fee for vehicles not filled to full capacity.

Q. How do I obtain keys from the Key Manager Box?

A. Keys can be picked up 15 minutes prior to your reservation start time in one of two ways:
1. Enter your access code on the Key Manager keypad.
2. Hold your data key fob in front of the reader screen and follow the prompts to enter your pin which will pull up your next reservation at the Key Manager box (*option is available only for frequent users*).

Q. What shall I do in the event my motor pool vehicle break down?

A. Fleet personnel are available from 7:00 a.m. to 4:30 p.m. Monday through Friday and can be reached at (757) 726-2958 or servicedesk1@hampton.gov or servicedesk2@hampton.gov . In the case of weekend and after hours, please call 311 or (757) 727-8311 and it will provide you with the emergency on-call technician for assistance.

Q. What if I am running late and return the vehicle after my scheduled return time?

A. The key manager will identify a late return and you will receive an automated email stating the keys have not been returned. Your reservation will be automatically extended for 15 additional minutes at a time until the vehicle is returned. You will be charged a late fee for the time the keys are out of the Key Manager.

Q. What if I need more than one vehicle?

A. Fleet Services personnel in most cases are able to assist with accommodating and securing this request of an additional vehicle. Fleet personnel are available from 7:00 a.m. to 4:30 p.m. Monday through Friday and can be reached at (757) 726-2958 or servicedesk1@hampton.gov or servicedesk2@hampton.gov. Please contact for assistance with fulfilling the vehicle request.

Q. What if the vehicle class I want is not available?

A. Should the Motor Pool not have inventory for the specific vehicle needed by the customer, Fleet Services will secure the type of vehicle needed from a local approved rental business and shall manage the delivery to Fleet Services at 413 N Armistead Avenue. All contractual agreements and billing shall be processed by Fleet Services. Please contact Fleet Services for assistance at 757-726-2958 or servicedesk1@hampton.gov or servicedesk2@hampton.gov.

Q. Can I rent a Motor Pool vehicle for personal use?

A. No, only City employees conducting city business with department approval may use the Motor Pool. Individuals must be 18 years or older and possess a valid driver's license.

Q. What are the Motor Pool vehicle locations?

A.

Fleet Services Fuel Island	413 N Armistead Avenue
Carmel Center	136 King Way (Wine Street Entrance)
Settler's Landing Garage	Across from History Museum Fourth Floor

Please go to the Motor Pool webpage for additional information.

[Go to top](#)

Vehicle Replacement

Q. When my vehicle is denied repair or is totaled in an accident, and I need a replacement vehicle, will you replace it with a like-vehicle?

A. Yes, in most cases we will review the agency's needs to make sure the most efficient vehicle is utilized.

[Go to top](#)

General

Q. What is Fleet Services?

A. Fleet Services is an internally service funded department that provides professional, efficient and cost effective Fleet Management services and solutions to City departments and agencies by ensuring that City vehicles, equipment and fueling facilities are dependable and reliable for operational efficiency.

Q. What is Fleet Services goal?

A. Our goal is to provide the City of Hampton quality vehicles and equipment and motor pool services through proactive and end user feasibility to include vehicle acquisition, maintenance administration, life cycle cost analysis and preventive maintenance programs that would serve beneficial to employees and departments to ensure that they have the transportation and equipment that is needed to perform their functions and responsibilities safely.

Q. What is Fleet Services certification level?

A. Fleet Services is an [A.S.E. Blue Seal](#) operation since 2004, Fleet Services operates and maintains a fleet of vehicles to support city operations.

[Go to top](#)