



# **ADOA**

## **FLEET MANAGEMENT OFFICE**

<b>FLEET RESERVATIONS</b> .....	<b>(602) 542-3110</b>
<b>FLEET MANAGEMENT OFFICE</b> .....	<b>(602) 542-3118</b>
<b>ADOT MAINTENANCE</b> .....	<b>(602) 712-7406</b>
<b>FLEET SERVICE MANAGER</b> .....	<b>(602) 542-3127</b>
<b>AFTER HOURS ROADSIDE ASSISTANCE</b> .....	<b>1-877-800-8520</b>

# ADOA FLEET MANAGEMENT SHORT-TERM RENTAL SERVICES

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## MAKING RESERVATIONS

Reserving a vehicle is very convenient. You may place reservations by telephone @ 602-542-3110 or email your request to [reservations@azdoa.gov](mailto:reservations@azdoa.gov). Vehicles may be rented from a period of just one day or as long as two weeks maximum.

**If you are a new customer from Department of Transportation the following information is needed:**

Driver's Name, Agency, **ORG number**, Agency Address, Work Phone Number, Driver's License Number and Expiration Date

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## TYPE OF VEHICLES

- SUV's \_\_\_\_\_ Dodge Durango or Chevrolet Trailblazer
- Sedans \_\_\_\_\_ Ford Taurus or Chevrolet Cavalier or Chevrolet Impala
- Mini Vans \_\_\_\_\_ Dodge Caravan
- Full-size Vans \_\_\_\_\_ 12-Passenger \*
- Pickup Trucks \_\_\_\_\_ Ford F150 or Chevrolet Silverado
- Cargo Vans \_\_\_\_\_ Small Cargo or Large Cargo\*
- Suburban \_\_\_\_\_ Chevrolet Suburban
- Hybrid SUV \_\_\_\_\_ Toyota Highlander

\* Vehicle requires an ADOA Risk Management Van Safety Card

(For information on classes call 542-1419)

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## DAILY RENTAL RATES

The following daily rental rate schedule on short-term vehicle rentals is effective as of July 1, 2001  
There is no mileage charge, but expenses for fuel will be charged.

<b>Sedan</b>	<b>\$26.00</b>
<b>Mini-Van</b>	<b>\$25.00</b>
<b>SUV 4x4</b>	<b>\$27.00</b>
<b>1/2 Ton 4x2 Pickup</b>	<b>\$26.00</b>
<b>Full-size Van</b>	<b>\$28.00</b>
<b>Cargo Van</b>	<b>\$28.00</b>
<b>Suburban</b>	<b>\$28.00</b>
<b>Stake-bed Truck</b>	<b>\$28.00</b>
<b>Hybrid SUV</b>	<b>\$29.00</b>

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## IMPORTANT INFORMATION

Our courteous staff is available from 7:00 AM until 5:00 PM to help you with your short-term rental needs. The reservation line is available from 7:00 AM until 5:00 PM. When you make a reservation for a taxi vehicle, you decide what time you want to pick the vehicle up. Fleet Management will hold the vehicle up to 1 hour past the scheduled pick up time, before changing the status of the rental to "no-show".

**All "no-show" reservations are charged for one day's rental.**

If your plans change and the vehicle is no longer needed, please contact the reservations desk as soon as possible to cancel your reservation.

**ALL accidents** must be reported within a 24-hour period. The operator must complete and submit an ADOA Risk Management AUTOMOBILE LOSS REPORT. Please call the ADOA Fleet Maintenance Manager at (602) 542-3127 to assist you with this process.

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\*\*ALWAYS BRING YOUR CONFIRMATION NUMBER AND DRIVER'S LICENSE WITH YOU WHEN YOU COME TO PICK UP YOUR VEHICLE \*\*

**1501 W. Madison, Phoenix, AZ 85007**

<http://fleet.azdoa.gov/>

## ADOA FLEET MANAGEMENT SHORT-TERM RENTAL SERVICES

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### TAXI DISPATCH VEHICLES OPERATOR'S RESPONSIBILITIES

#### 1. Official Use Only

- A. The Arizona Department of Administration (ADOA) Fleet Management vehicles may be used for official use only as provided in A.R.S. § 38-538.02.
- B. It is prohibited to transport family members or friends, or any person not essential to accomplishing official business.

#### 2. Before Leaving The Fleet Compound

- A. A Pre-Drive Walk-Around Inspection Report will be given to you at the time you pick up the vehicle. Visually inspect the vehicle, noting condition including any damage such as a cracked windshield, dented fender, etc. Check tires for road-worthiness. If you find anything wrong you are to indicate it on the form, take the form to the Gas Island where one of the attendants will verify the problem. Both you and the attendant will sign and date the form.
- B. Check fuel gauge to make sure gauge is on full. If not on full, stop at Gas Island and have tank filled.

#### 3. Upon Return To Fleet Compound

- A. Park vehicle at Gas Island; leave key in ignition.
- B. Fill in trip ticket with ending odometer mileage, date and time of return; note any problems with vehicle and leave the trip ticket on the front seat of the vehicle.
- C. After 5:00 PM: Park the vehicle at the designated after hours drop off, complete the trip ticket as outlined above and leave it on the front seat of the vehicle. Lock the vehicle and drop the keys in the drop slot location in the kiosk on the center of the Gas Island.

#### 4. Voyager Credit Card Use/ADOT Fuel Supply Stations

- A. Whenever convenient, please use ADOT or ADOA fuel supply stations
- B. Use the Voyager credit card only at authorized service stations.
- C. DO NOT USE a commercial fuel station within 10 miles of the Capitol area from 5:30 AM to 5:00 PM on weekdays.
- D. Use credit card only for minor purchases of gas, oil, belts, hoses, tire repair, etc., up to \$50 (see 5, below).
- E. All tire purchases must be authorized by Fleet Management Office.

#### 5. Repairs Or Purchases Over \$50

Call ADOT Equipment Services at (602) 712-7406 Monday – Friday, 6:00AM – 3:30 PM, or call 1-877-800-8520 after hours, weekends, or holidays.

***PLEASE DO NOT CALL A TOW-TRUCK ON YOUR OWN!***

#### 6. Emergencies

- A. Call ADOT Equipment Services at (602) 712-7406 or call 1-877-800-8520.
- B. If it is necessary to leave the vehicle unattended, the operator shall secure the vehicle by rolling up all windows and locking all doors. If it is necessary to signal for assistance on a roadway, the hood of the vehicle shall be raised and the hazard flashers system turned on.

#### 7. Accidents \*\*\*\*All Accidents Must be Reported\*\*\*\*

- A. Accident reporting packets are in glove compartment. Fill out all forms and return them to the Fleet's Maintenance Manager within 24 hours.
- B. If bodily injury occurs, please call Risk Management at (602) 542-2180 as soon as possible.

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ANY QUESTIONS REGARDING THE ABOVE SHOULD BE DIRECTED TO FLEET MANAGEMENT, (602) 542-3118.

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FLEET RESERVATIONS	(602) 542-3110
FLEET MANAGEMENT OFFICE	(602) 542-3118
ADOT MAINTENANCE	(602) 712-7406
FLEET SERVICE MANAGER	(602) 542-3127
AFTER HOURS ROADSIDE ASSISTANCE	1-877-800-8520
FLEET FAX	(602) 542-3125

## **Buckle Up - It's the Law**

\*\*ALWAYS BRING YOUR CONFIRMATION NUMBER AND DRIVER'S LICENSE WITH YOU WHEN YOU COME TO PICK UP YOUR VEHICLE \*\*

1501 W. Madison, Phoenix, AZ 85007

<http://fleet.azdoa.gov/>

### FREQUENTLY ASKED QUESTIONS

Here are some questions we often answer. If you can't find your answer here, email us @ [reservations@azdoa.gov](mailto:reservations@azdoa.gov) with your question.

**1. When is the earliest I can pick up a taxi rental in the morning?**

Our office is open at 7 am to dispatch vehicles.

**2. How long may I rent a taxi vehicle for?**

Taxi rentals may be from 1 day up to 2 weeks. If you need a vehicle for longer than 2 weeks, you will need to make multiple reservations.

**3. What is the procedure if a vehicle is not available for the dates I requested?**

The ADOA Fleet Management Office (FMO) has contracted with Enterprise Rent-A-Car to augment the vehicles available to State employees. The FMO will take the initial call. If FMO cannot provide a sufficient vehicle, then a FMO team member will complete the Enterprise Reservation for you, in Maricopa County only.

**4. What do I do if I lock the keys inside a state vehicle?**

In the event that you lock keys inside a vehicle, Fleet Management usually has spare keys that are loaned out on a 24-hour basis. If spare keys are not available, you will need to call Downtown Locksmith at (602) 253-6916.

Reimbursements for this service will be given by your own agency.

**5. I am filling out a travel voucher and need to find out information about my rental, (i.e. plate number, mileage, dates), how do I find this information?**

Any one of our trained team members can find this information quickly and easily. Just call (602) 542-3118 and give your name, we will be able to pull up any information you need.

**6. Can I park my vehicle at ADOA Fleet Management while I have a rental vehicle out? Is the lot secure?**

Yes, we do have some customer parking in our south lot for your convenience, our security gates open at 5:30 AM, and are open until 5:30 PM, Monday through Friday. It is on a "first come, first serve" basis.

**7. How far in advance should I make my reservations?**

ADOA Fleet Management is set up on a "first come, first serve" basis. It is recommended that if you have a particular vehicle in mind, call as early as possible.

**8. How do I get into the Fleet Management Facility after hours?**

For security purposes, the ADOA Fleet Management facility is completely fenced and protected by a self-closing, self-locking security gate after operating hours and on weekends. The gate is located at the West Madison Avenue entrance to the Fleet Management Facility and automatically opens at 5:30AM and closes at 5:30PM Monday through Friday. After hours and on weekends, customers can gain entry through the security gate by inserting their state identification card into the card reader located outside the gate. To exit, the same applies to the card reader located inside the right of the gate. Customers can call Capitol Police (542-4580) if their badge does not work.

**9. What is the procedure for returning a vehicle after hours?**

Procedures for returning a vehicle after 5:00 PM:

- a. Park the vehicle at the designated after hours drop-off.
- b. Fill in the trip ticket with ending odometer mileage, date and time of return.
- c. Note any problems with the vehicle and leave the trip ticket on the front seat of the vehicle.
- d. Lock the vehicle and drop the keys in the drop slot location in the kiosk in the center of the Gas Island.

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## ADOA FLEET MANAGEMENT SHORT-TERM RENTAL SERVICES

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### ENTERPRISE RENT-A-CAR PROCEDURES

The ADOA Fleet Management Office (FMO) has contracted with Enterprise Rent-A-Car to augment the vehicles available to employees. The FMO will take the initial call. If FMO cannot provide a sufficient vehicle, then a FMO team member will complete the Enterprise Reservation for you. Vehicles can either be picked up at an Enterprise Office or the car can be delivered to your office.

Each state employee will be required to show their drivers license and State ID card. Enterprise will also require the State agency, division, cost center or ORG number and office phone number from the renter.

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### DAILY RENTAL RATES

Type of Vehicle	Daily Rental Costs (includes tax)
Compact Sedan	\$46.24
Standard Sedan	\$53.35
7 Passenger Minivan	\$91.28
15 Passenger Van	\$126.86
½ Ton 4x2 Pickup	\$75.88
4-Door 4x4 SUV (mid-size)	\$79.43

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### IMPORTANT INFORMATION

Fuel cards will not be issued and each individual State agency will be responsible for reimbursing employees for any out of pocket expenses.

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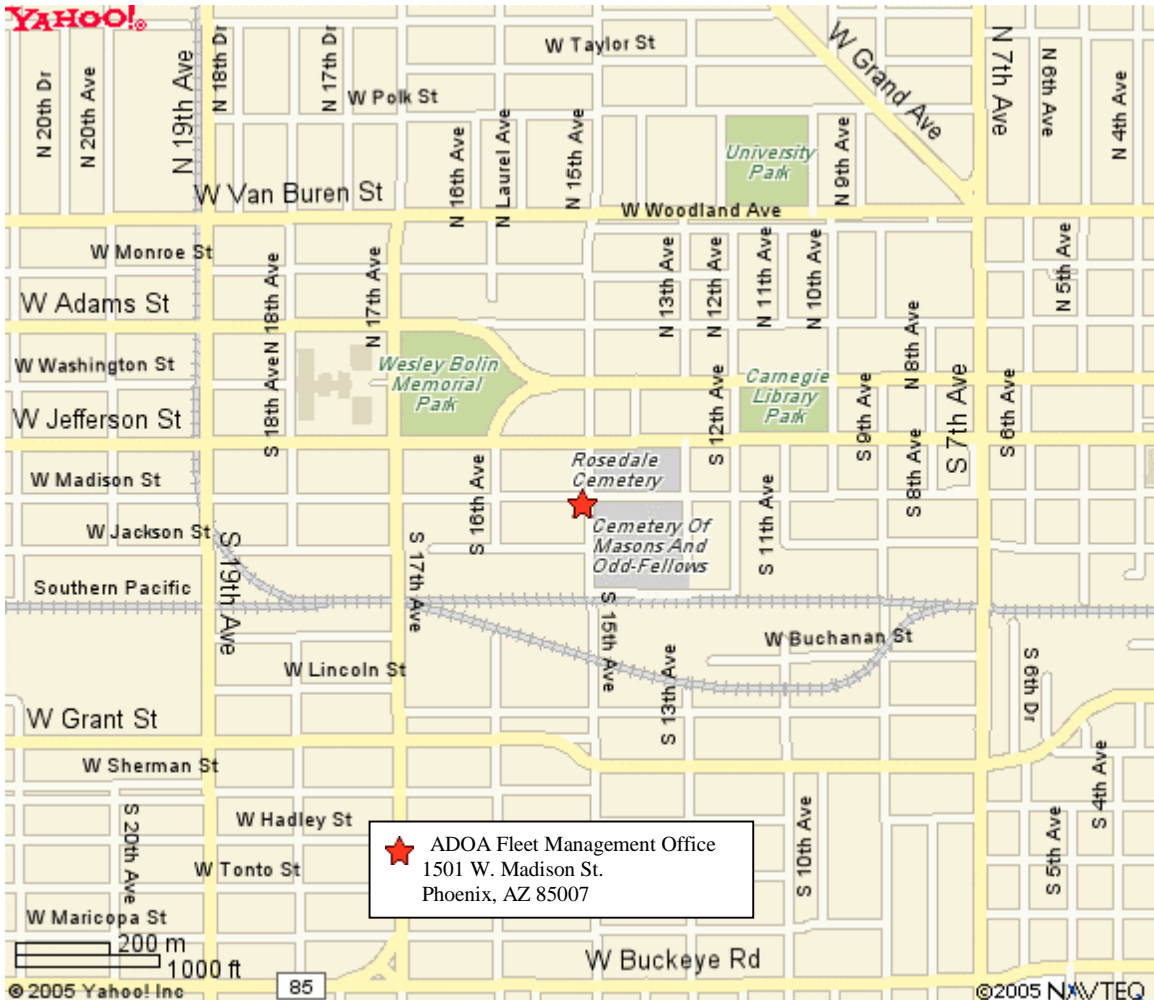
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**DIRECTONS TO THE ADOA FLEET MANAGEMENT OFFICE**

**THE ADOA FLEET MANAGEMENT OFFICE IS LOCATED ON  
THE SW CORNER OF 15<sup>TH</sup> AVE AND MADISON**



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# Van Safety Training

To operate a passenger van designed for occupancy of 8 to 15 people, ADOA Risk Management requires a van safety card.

**Van Safety Training.....602-542-1419**

