

# Transportation Frequently Asked Questions

## Fleet

### 1. How do I make a reservation for a fleet car/van?

- DOC has a sedan and minivan available in its U-drive motor pool. These vehicles can be reserved by sending an email to OAS-car/van reservation (cvreservation@doc.gov). Please note vehicles are assigned on first serve first come basis.

### 2. If I have not used Fleet Services before, what do I need to do?

- To be able to use a U-drive vehicle, you must be a licensed state or District of Columbia driver. All customers should be briefed by Fleet Office Staff prior to operating any vehicles.

### 3. What does it cost to use the U-drive vehicles?

- No direct cost is associated with U-drive vehicle usage.

### 4. What are penalties for no-show or failure to cancel a reservation?

- No penalties for no-show or cancellations; however it is highly recommended that you do inform our office of any changes to your reservation. The vehicles are used regularly and could be utilized by other patrons if your reservation is cancelled.

### 5. Where do I find policies and procedures on use of vehicles?

- Currently the all policies and procedures are being updated, DOC standard operating procedures for motor vehicles can be found at <http://www.osec.doc.gov/oas/ppmd/ppmd/pdf/Final%20DOC%20PPMM.pdf>

### 6. Who do I contact if I have problems with my GasCard or PIN while fueling?

- Please call vehicle Fleet Management Office or 1800 number located on back of fuel card.

**7. How much notice is needed to reserve a vehicle?**

- Vehicles should be reserved 48 hrs in advance, due to certain circumstances this may not be possible, but remember vehicles are reserved based on first come first serve principle.

**8. Am I responsible for fueling the vehicle before I return it?**

- Yes, vehicle should be turned in with at least a half of tank of fuel.

**11. Can Contractors use U-drive motor pool?**

- Contractors are allowed to operate GOV if it is in the contract and they have a Certificate of Liability on file in the Fleet Management Office.

## **Parking**

**1. How much parking is available at HCHB?**

- All permanent parking spaces at HCHB are assigned by DOC Bureau. Each bureau has an allotment of spaces for their personnel.

**2. What type of parking is available?**

- Handicap parking- Parking for individuals with a doctor documented permanent or temporary disability.
- Permanent parking- Government employees issued through bureau parking POC
- Temporary parking- Visitors and employee parking, not for daily use or long term parking. Temporary parking is based on availability so first come first serve policy applies

**3. How about carpool parking?**

- Carpool parking is available at an offsite garage. There is no cost to carpools but an application from the Fleet Office must be completed.

#### **4. What is Stack parking?**

- DOC uses stack parking on the outside aprons and the inside court yards. Vehicles park in front of each other in a row. In order for the first vehicle to leave all vehicles must move in that row.

#### **5. How about weekend parking?**

- Weekend parking is available. All requests must come through your parking POC.