

FLEETSTER (DPW'S MOTORPOOL PROGRAM)

The details of the program are as follows:

STEP #1

Downloading the app: Go to the "company portal" on your agency phone, search for the Fleetster Corporate app, and then download it to your phone.

STEP #2

Getting started: If you were not previously registered with RideCell, the old FleetShare program, then you must contact Kimberley Brown (Kimberley.brown@dc.gov), the agency Fleet Coordinator, to request registration for Fleetster. In turn, the Fleet Management Administration (FMA) at DPW will send an email invitation to register with Fleetster. In Fleetster, your DC Gov email is your username. A generic password has been created (123456789012), which you will use when you log into the app the first time. You will be prompted to change this before you begin booking. Once you've established your login, you may be asked to enter a cost center when you open the app. You will skip that option and move on to entering any additional information, such as your driver's license. Your starting location should be listed as Station 1200-First.

STEP #3

Using the app: Please click this [link](#) for the Fleetster User Guide that contains instructions for using the app. NOTE – When booking a vehicle, you do not need to select an end location, but you do need to adjust the estimated distance and select an end date and end time.

USING THE VEHICLES

There are (14) vehicles parked at 1200 First Street, NE that are registered to the Fleetster program.

Requirements: Valid Driver's license. Learner's permits and temporary licenses are not acceptable. Your ERisk Driver Authorization must be up to date.

Rate: The rate is \$10/hour.

Safety: GeoTab tracking is active. Wear seatbelt before moving a vehicle. Obey speed limits and traffic signals. Come to a complete stop at STOP signs. Never turn on red. Be ever mindful of pedestrians and bicyclists.

Returns/Ending a Rental: When using a Fleetster vehicle, it must be returned to its assigned location at 1200 First Street, NE. Not doing so could result in the termination of Fleetster driving privileges. When ending a rental stay within 10 feet of the vehicle as you operate the app to ensure your trip has ended properly. If you do not complete the process, your rental will not end, and other users will be unable to use that vehicle. Furthermore, charges will continue to accumulate for that rental. Lastly always turn off the heating/AC and lights before exiting the vehicle.

Vehicle Unavailable at Time of Reservation: If the vehicle you reserved is not available at the start of your reservation, contact customer service immediately at (202)704-4991 to cancel that reservation. Not doing so will result in unnecessary charges rendered to your agency.

CANCELLING BOOKINGS

To cancel a booking, contact customer service at (202)704-4991 or DPW.FleetShare@dc.gov. A booking can be canceled up to 15 minutes before the start time without incurring charges. Please remember to cancel if you don't need the vehicle anymore. Also, remember to request cancellation documentation via text or email and share it with your agency fleet team, Kimberley Brown (Kimberly.brown@dc.gov) and Eric Humes (Eric.Humes@dc.gov).

Garage Key Cards: If the key card is not in place after using a Fleetster vehicle, the missing card will be deactivated, and the last person who used the vehicle before the card went missing will be personally

responsible for covering the charges to replace the key card. Fleetster driving privileges will be suspended until the debt is settled. The agency cannot cover the cost.

CITATIONS

If a citation is incurred during a person's work tour, their driving privileges for Fleetster will be suspended until the citation is settled. There is no option for adjudicating if a ticket is incurred using a Fleetster vehicle. The responsible party must pay for the ticket. (This same rule applies to Zipcar.)

INCIDENT REPORTING

You must submit an incident report if involved in an accident or incident using a Fleetster vehicle. Not doing so could result in the permanent termination of Fleetster driving privileges.

OUT-OF-TOWN TRAVEL

Driving outside of the District lines is prohibited with Fleetster vehicles. Doing so could result in the permanent termination of Fleetster driving privileges.

NON-DC GOVERNMENT EMPLOYEES

Non-DC Government employees are prohibited from operating or being transported in a Fleetster vehicle.

INSURANCE

All Fleetster vehicles are self-insured.

CUSTOMER SERVICE ASSISTANCE

If there are any issues, contact customer service at (202) 704-4991 between 8 AM and 5 PM. The DPW fleet team can also help if you run into any problems using the system and can reach you at (202) 795-2495.