



CAM - FLEET MANAGEMENT DEPARTMENT

POLICY A001: *Roadside Assistance*

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1. OVERVIEW

These guidelines provide general information and instructions for use of roadside assistance (RSA) of a Fleet Management Department (FMD) vehicle equipped with automatic vehicle locator (AVL) system due to:

- 1.1. A mechanical failure.
- 1.2. A road accident that is not blocking a traffic (otherwise see Section 7.4).

2. PERSONAL SAFETY

- 2.1. Turn off the engine; or if the engine cannot be turned off:
 - 2.1.1. Set the gear to park or neutral.
 - 2.1.2. Pull emergency brake.
 - 2.1.3. If the vehicle is positioned downhill, turn the steering wheel clockwise to turn vehicle wheels toward the curb or road's shoulder; if uphill, turn the steering wheel counterclockwise.
- 2.2. If the vehicle location and / or condition create a risk to your personal safety:
 - 2.2.1. Move away from the vehicle.
 - 2.2.2. If doors are locked or jammed, roll down or knock out the nearest window and exit the vehicle.
- 2.3. Unless there is an electrical or fuel problem with the vehicle, turn on the emergency lights.
- 2.4. Call RSA (see Section 5), and if necessary call 911.

3. TRAFFIC SAFETY

- 3.1. Prevent vehicle from creating a road hazard; park the vehicle as far off the road as possible, e.g. a road shoulder or nearby parking lot.
- 3.2. Otherwise, follow steps 2.1. – 2.4.
- 3.3. If the vehicle location and/or condition do not create a risk to your personal safety, remain inside or nearby until RSA and / or emergency response arrives.



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4. RSA SERVICES

4.1. Towing

Up to **25 miles** of towing for any size vehicle from the point of breakdown to the nearest service provider or other specified location. There is an additional fee for towing for more than 25 miles.

4.2. Locksmith Service

Locksmith services will be provided at an accessible location.

4.3. Battery Boost

Jump-start or perform minor mechanical adjustment to start the car.

4.4. Fuel Delivery

An emergency supply of unleaded will be delivered to the disablement site. If necessary, vehicle will be towed to the nearest gas or fill station.

4.5. Winch

Includes extraction of the vehicle when it is stuck on ice, in mud or snow on a normally traveled roadway.

5. RSA CONTACT

5.1. RSA card should be found in the key pouch with the fleet card, or in blue packet in the glove compartment, or in glove compartment in general.



OR



5.2. Provider: NetworkFleet Roadside Assistance.

5.3. Phone: 1-866-227-7323; Press 1 (Note: it used to be 2).

5.4. Services listed in section 4 are free of charge when provided by RSA; an additional fee applies if:

5.4.1. Services are needed more than four times (per vehicle) in one year.

5.4.2. Towing exceeded 25 miles (charge is for the difference between total distance and 25 miles).

5.4.3. Full charge for towing when incident is accident related.

5.4.4. Note: Use the Fleet Card assigned to the vehicle for additional charges pertaining to the vehicle.



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6. DRIVER ACCOMODATION

If a mechanical failure renders a vehicle inoperable:

- 6.1. The driver is responsible for own transportation accommodations on the date of the vehicle mechanical failure.
- 6.2. An agency may choose to provide an alternative transportation on the date of the vehicle mechanical failure.

7. OTHER GUIDELINES

- 7.1. For vehicles equipped with a fleet card provided by FMD report an incident and copy of an invoice and additional charges to FMD.
- 7.2. Contact FMD at 1-405-521-2204, if RSA:
 - 7.2.1. Cannot be provided.
 - 7.2.2. Does not follow-up within 60 minutes of initial trouble report.
 - 7.2.3. Cannot locate the vehicle in their database.
- 7.3. Towing services provided by or covered by FMD are free of charge only when:
 - 7.3.1. RSA is not capable to provide service; and,
 - 7.3.2. Applicable vehicle is on standard lease or rental from FMD; and,
 - 7.3.3. Incident was not a result of lack of compliance with the Driver Responsibility Certification ([CAM-FORM-FMD-015C](#)), applicable state rules and statutes.
- 7.4. Other: Contact FMD for authorization to use an independent wrecker (list of Oklahoma Licensed Wreckers https://wa1.dps.state.ok.us/ws/licensed_wreckers.php)