

POLICY A001: *Roadside Assistance*

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1. OVERVIEW

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

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

2. PERSONAL SAFETY

- 2.1. Turn off the engine. 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 hazard 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., the shoulder or a 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.

4. RSA SERVICES

4.1. Towing

- 4.1.1. Up to **25 miles** of towing covered 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 further than 25 miles.
- 4.1.2. In case the service providers do not accept credit cards for overages, dispatchers are able to collect overage charges through a dispatch (using a fleet card).
- 4.1.3. Trailer towing (attached or unattached) is a separate service event and will incur additional charges.
- 4.1.4. Accident-related towing is not covered.

4.2. Locksmith Service

- 4.2.1. Locksmith service is provided at an accessible location.
- 4.2.2. Locksmith service does not include the cost of keys, parts or additional labor beyond gaining entry to the vehicle.

4.3. Battery Boost

- 4.3.1. Jump-start or perform minor mechanical adjustment to start the car.
- 4.3.2. Hybrid vehicles are ineligible for the plan's battery boost service and will be towed.

4.4. Tire Change

- 4.4.1. Assistance with flat or blowout replacement with the vehicle's spare tire (Note: some models do not have spare, e.g., 2013-2014 Honda Civic CNG).
- 4.4.2. One tire change per service visit.
- 4.4.3. More than one flat tire or the absence of a spare will require towing the vehicle to a service location.
- 4.4.4. Repairing or patching the flat tire is not included.

4.5. Fuel Delivery

- 4.5.1. An emergency supply of unleaded or diesel will be delivered to the disablement site (must specify fuel type at the time of the call).
- 4.5.2. If necessary, vehicle will be towed to the nearest gas or fill station:
 - 4.5.2.1. When more than three gallons of fuel are needed.
 - 4.5.2.2. All dedicated CNG vehicles.

4.6. Winch

- 4.6.1. Extraction of the vehicle when it is stuck on ice, in mud or snow on a normally traveled roadway.
- 4.6.2. Service from up to 100 ft. off the roadway.

5. RSA CONTACT

5.1. RSA card (plastic or paper) is in:

5.1.1. The key pouch with the fleet card.



5.1.2. The glove compartment in blue packet.

5.2. Provider: NetworkFleet Roadside Assistance.

5.3. Phone: 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).

Note: If you suspect towing beyond 25 miles, make sure a service provider accepts MasterCard (some wreckers accept payments in cash or check only).

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.

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 FM, report an incident and copy of the invoice and additional charges to FM.
- 7.2. Contact FM at 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 FM are free of charge only when:
 - 7.3.1. RSA is not capable of providing service; and,
 - 7.3.2. Applicable vehicle is on standard lease or rental from FM; and,
 - 7.3.3. Incident was not a result of lack of compliance with the [Driver Responsibility Certification](#), applicable state rules and statutes.
- 7.4. For use of independent wreckers:
 - 7.4.1. Contact FM for authorization to use an independent wrecker.
 - 7.4.2. [List of Oklahoma Licensed Wreckers](#).
 - 7.4.3. Seek services provided by vendors accepting MasterCard (some wreckers accept payments in cash or check only).