

FLEETSHARE

More possibilities at the tip of your finger

WHAT IS FLEETSHARE?

FleetShare is a revolutionary motor pool system for City government employees.

This state-of-the art scheduling and access system allows employees to schedule and manage reservations through an app called Fleetster. This app permits drivers to gain access to vehicles without the need to locate keys, contact other personnel for assistance, or enquire as to the current whereabouts of a particular vehicle.

- Launched in 2012
- Currently 1300+ Enrolled Drivers
- 130+ Vehicle in Motorpool
- 17 Locations



GETTING STARTED

Step 1

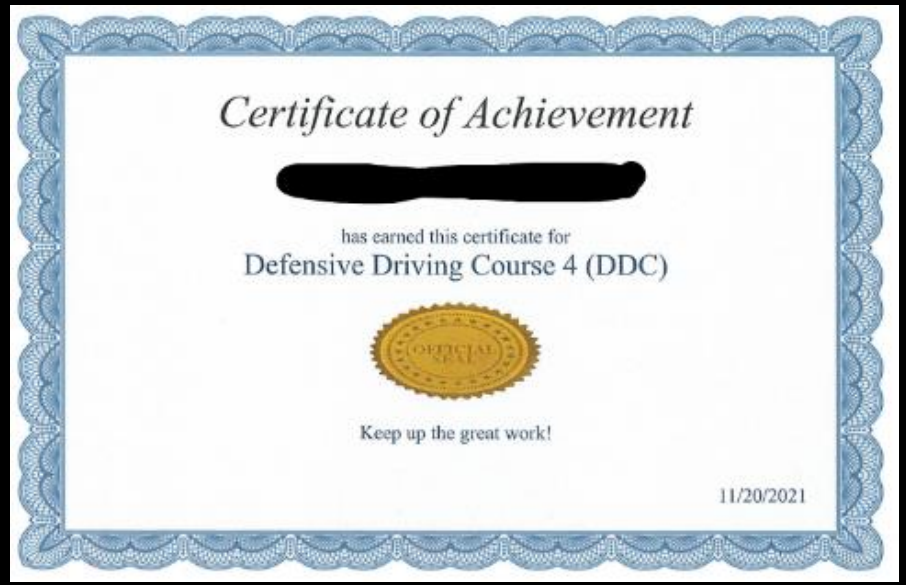
Please fill out the **Program Enrollment Form** (email fleetsharesupport@houstontx.gov if you need the form provided to you). Send your **Program Enrollment Form** along with your **Defensive Driving Certificate** (it must be valid for 3 years) to fleetsharesupport@houstontx.gov. **You will not be able to use** Fleetshare unless you send the **2 requirements**. We will send a link that will require to register with instructions

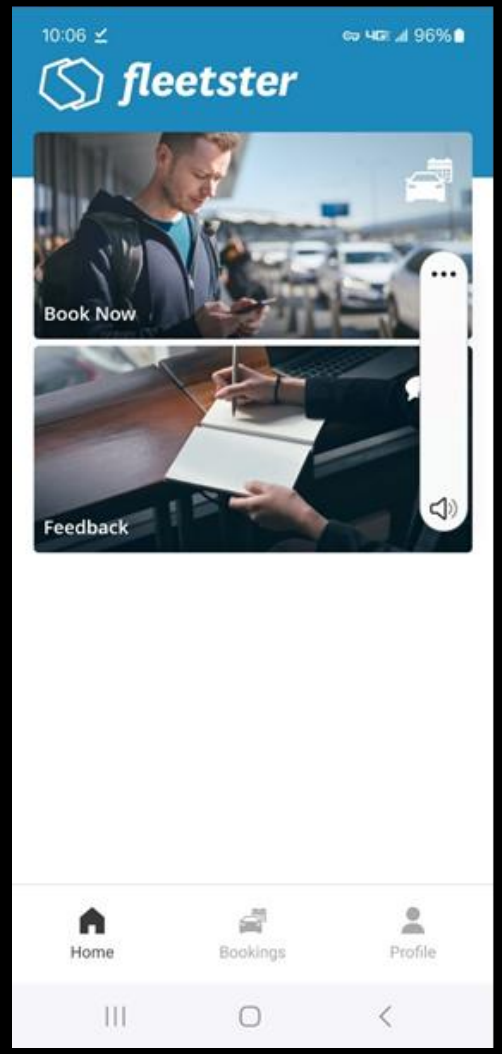
(After the registration process on the web browser, you will need to log in on the app)

Steps to get a copy of your Defensive Driving Certificate

- Login into your TMS
- GO to **Completed Learning**, should prompt you to its tab.
- DELETE the dates in white boxes next to **FROM** AND **TO**
- Where it says **NAME** type in "**Defensive Driving**" and click **SEARCH**
- It should show up and then click the box that says **VIEW DETAILS** a drop box should appear and then click on **PRINT CERTIFICATE.**
- Another tab should pop up saying **SELECT CERTIFICATE TEMPLATE**.
- Right Under Actions, click on the first **PRINT** or second. Either one works.

EXAMPLES OR SOME PROOF OF CERTIFICATE OF COMPLETION:





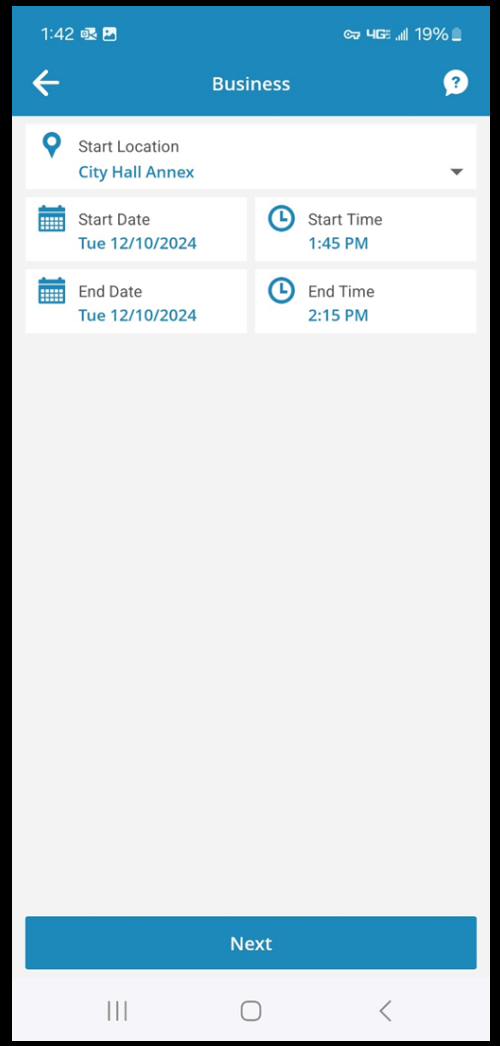
HOW TO BOOK VEHICLE

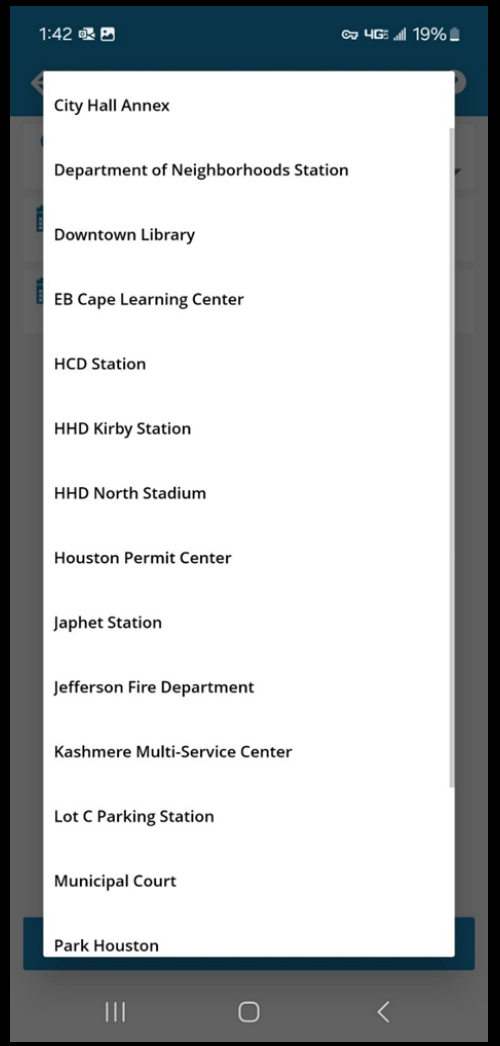
- Go to “Book Now” on the following screen.

HOW TO BOOK A VEHICLE

Fleetster lets you choose the location where you want to make a reservation from and from what time/date. Once you have chosen your location, date, and time. Press Next.

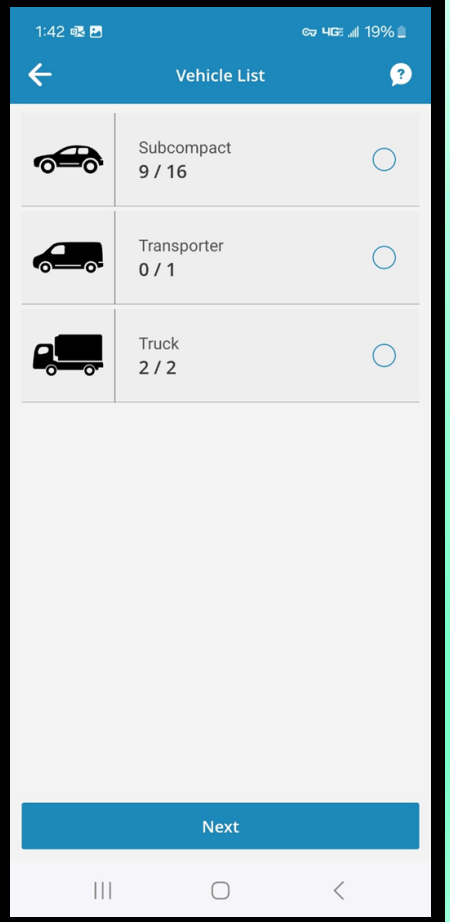
Note: Make sure you are only making daily bookings (day by day) to ensure vehicles get proper rotation. It also ensures our carpool program is successful by allowing others to utilize vehicles as well.





SELECTING A VEHICLE

- You are now able to choose a vehicle through category. Different locations vary on vehicle types. Press next once you have chosen your vehicle.
- (See the image on the right for a guideline of what vehicles are under what category)



City ⇨ NISSAN EV LEAF (50–60-mile range fully charged)

SUBCOMPACT ⇨ Chevrolet EV Bolt (250+ miles)

COMPACT
- Toyota Prius (hybrid)
- Ford Focus
- Chevrolet Cruze

Van
- Dodge Caravan (7 passenger)
- Toyota Sienna (7-Passenger)
- Ford Transit Connect (7 Passenger)
- Chevrolet Express (15- Passenger)

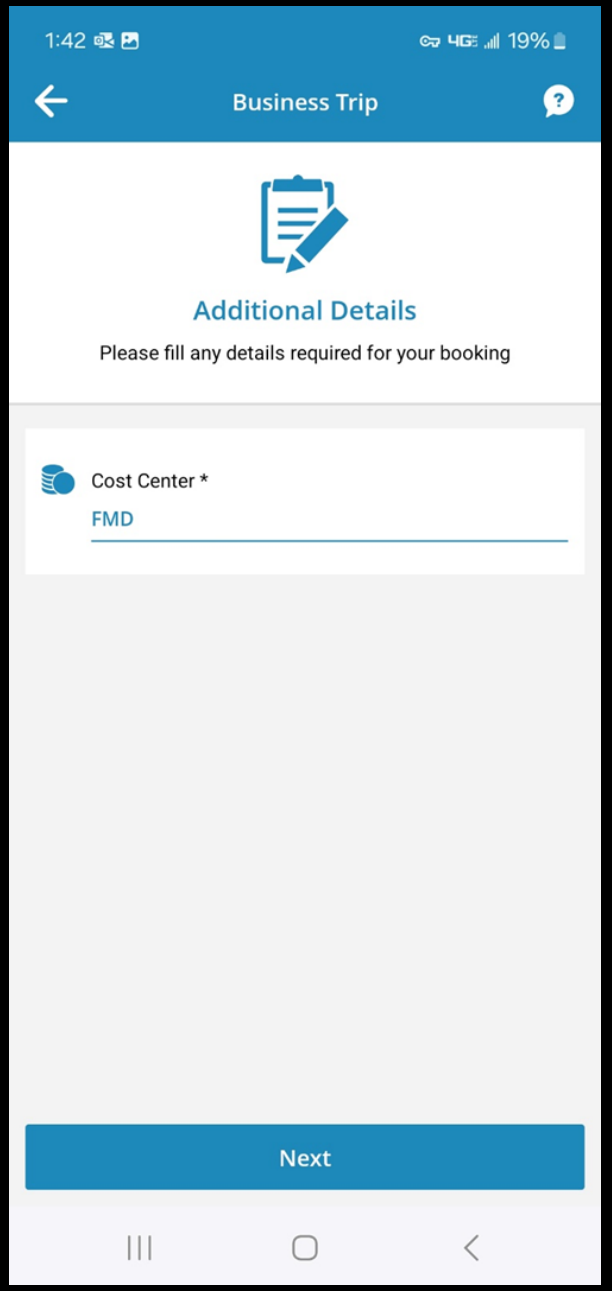
Truck
- Ford Lightning (230+ miles)

SUV
- Ford Expedition
- Ford Escape
- Toyota RAV4

TRANSPORTER
- Ford Transit Connect (Cargo Van)
- Ford Transit EV (Big Cargo Van 120+ miles)

COST CENTERS

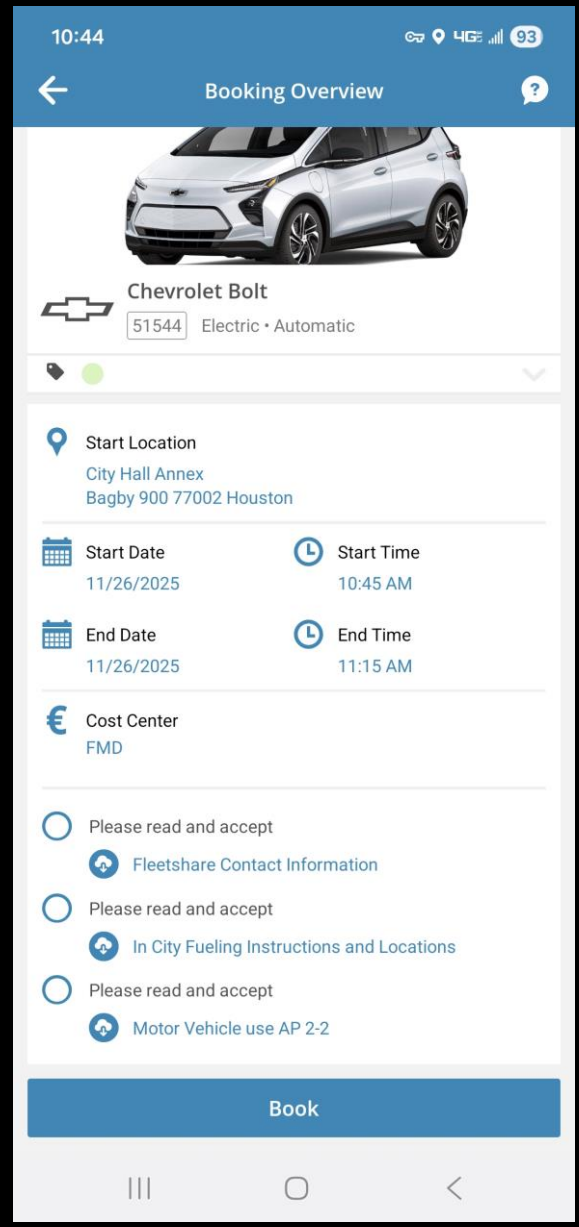
Putting Cost Centers helps us determine what department you are in. (Example: FMD is the cost center for Fleet Management Department. Please use your 2 or 3 letter department acronym.) then Press Next.



FINALIZE THE BOOKING

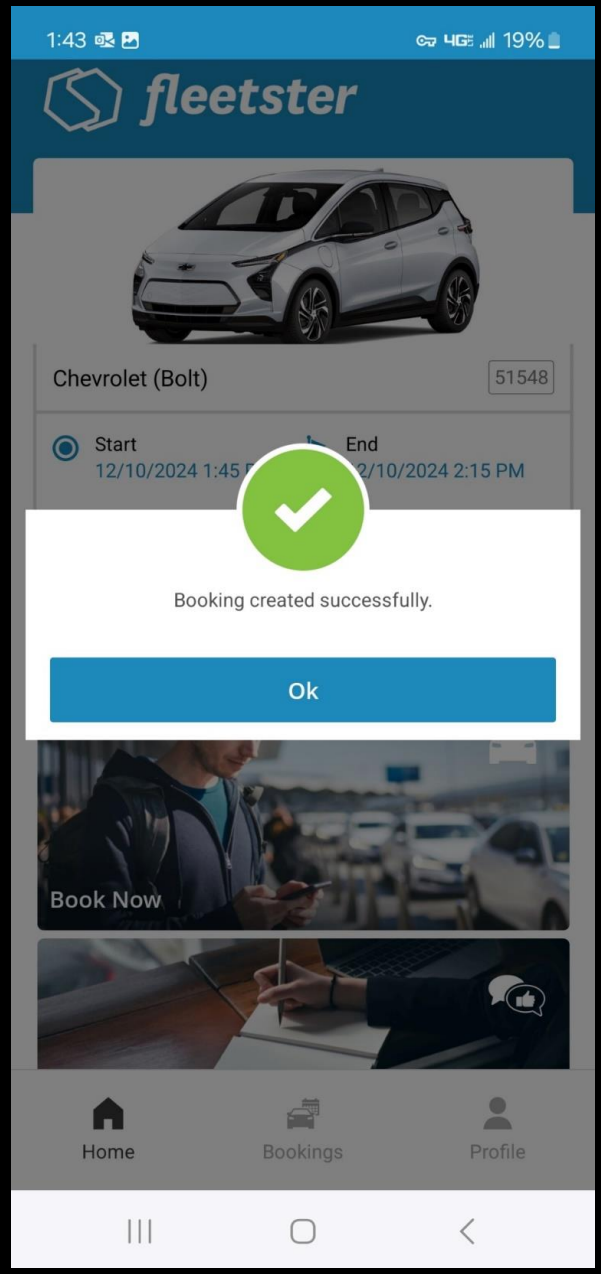
Before you book, please agree to the terms by tapping on the empty circle. You can also download the information by tapping the circle with a cloud in the middle. It contains information like contact info, fuel instructions and Motor vehicle use AP2-2.

After you are done, Press Book



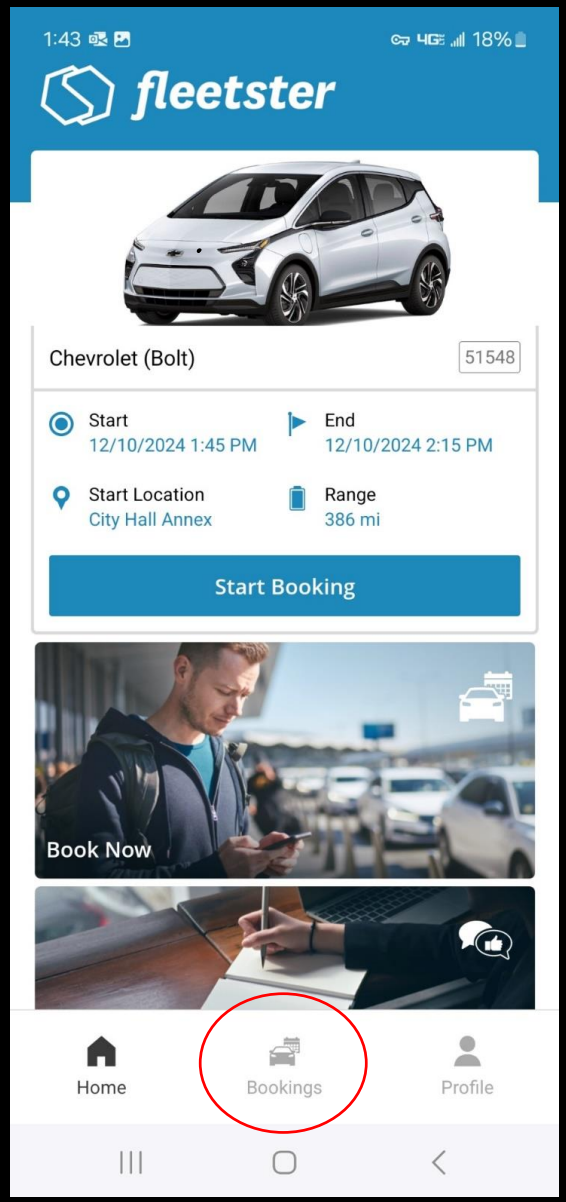
FINALIZE THE BOOKING

The screen will look like this once you have successfully booked.



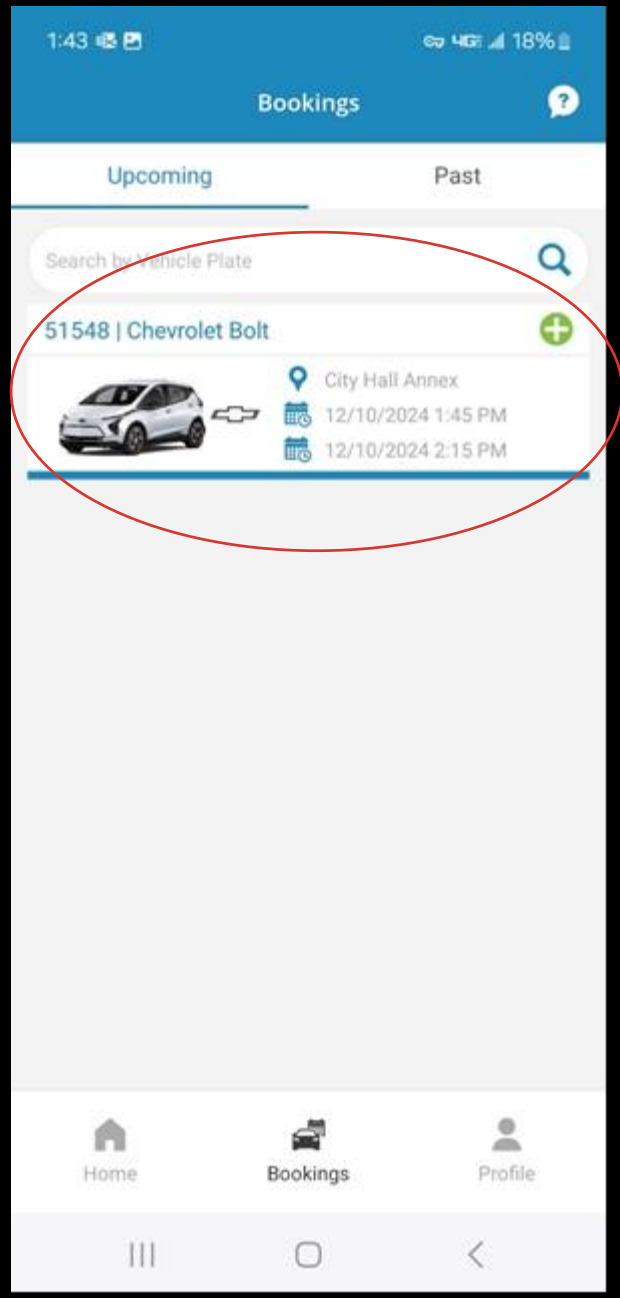
EDITING A BOOKING

If you need to edit your booking for whatever reason, go to where it says “Bookings” (red circle)



EDITING A BOOKING

Choose your booking

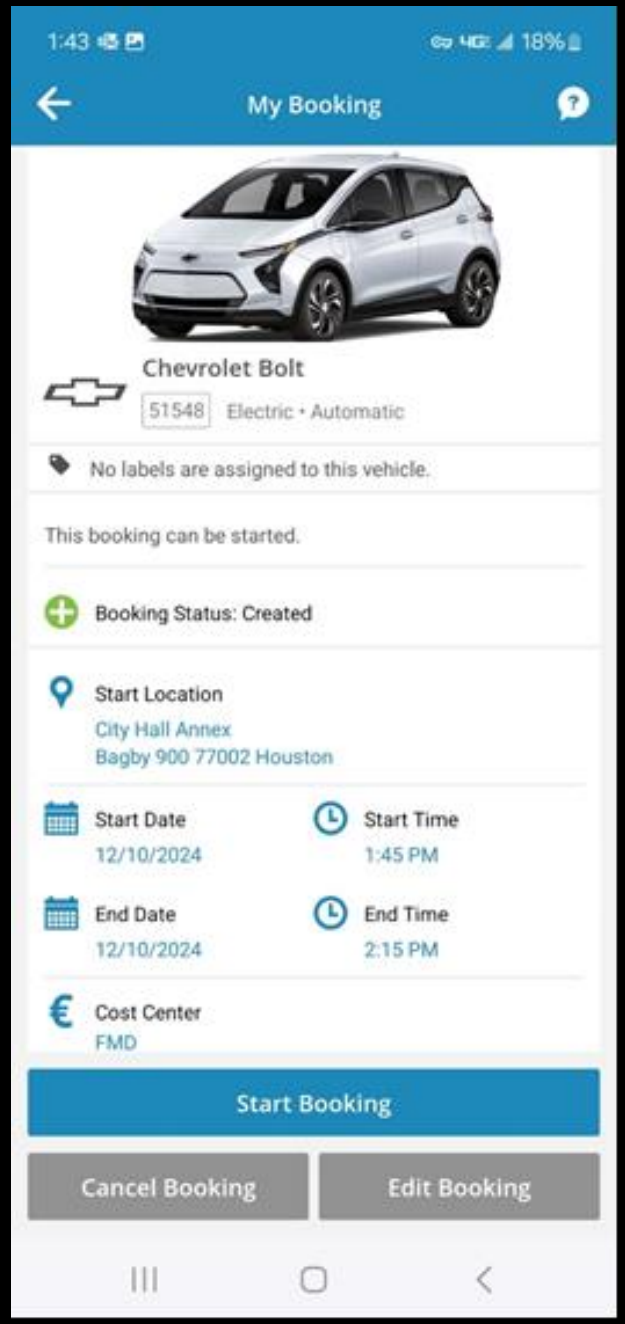


EDITING A BOOKING

Edit Booking: Make changes to location, start date, end date, start time, and end time.

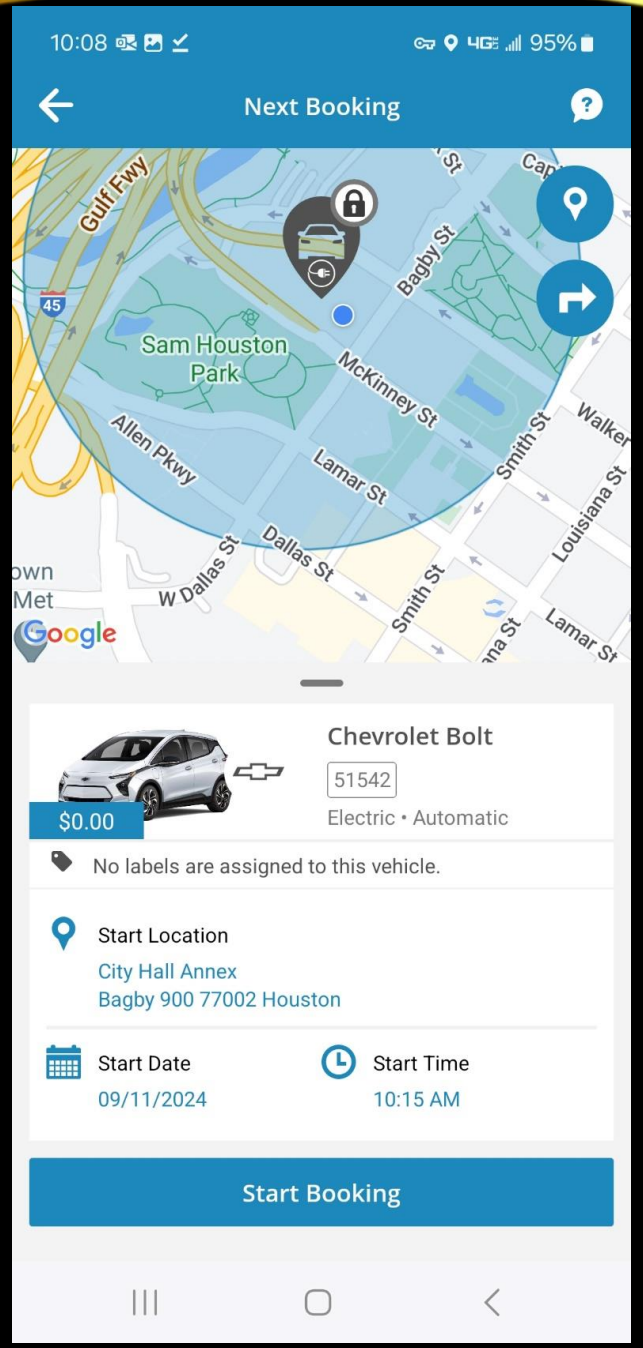
Cancel Booking: Cancel your booking if you no longer need the reservation.

Start Booking: Start your booking once you have made the following changes (Note: Like changing it to an earlier time. You can also start your booking 30 minutes before your actual time. Example: if you have a booking at 2:00 pm, you can start it at 1:30 pm).



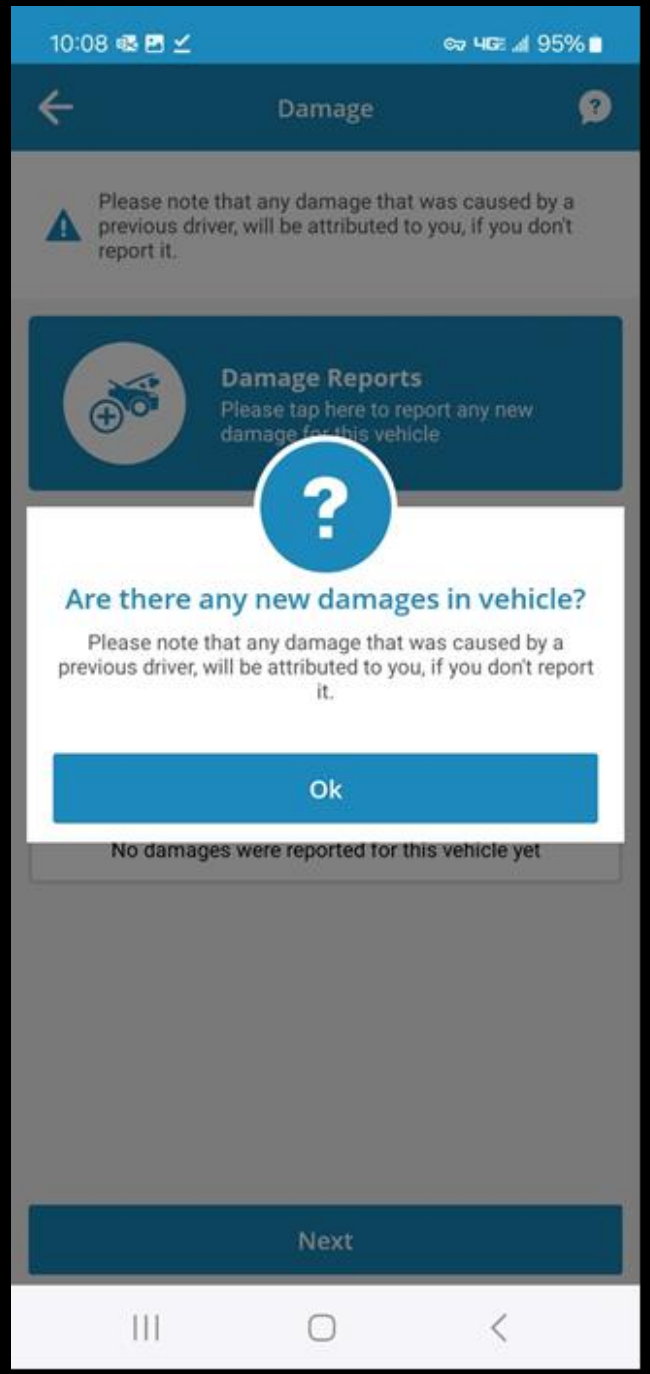
START YOUR BOOKING

When you are near the vehicle, you can start the booking. Make sure your Bluetooth is on and allow app to use Bluetooth. Press Start Booking.



PRE-TRIP DAMAGE PROCESS

It will prompt you to this screen, input any damages. This step is very important; It helps us find any damages that were caused previously to your rental.



UNLOCK AND RIDE

The app acts like your key fob, so you are now able to unlock and lock the vehicle. You can extend and finish your booking from your mobile device as well.

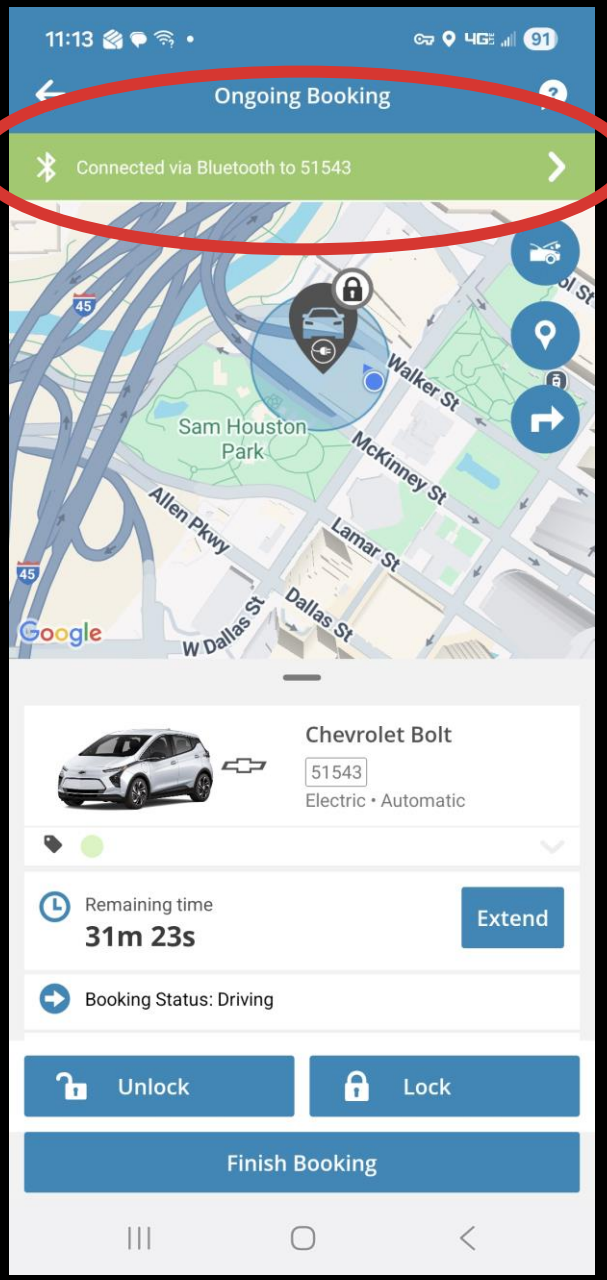
Unlock: Unlocks the vehicle and allows you to start the vehicle (Note: Some vehicle can be push-start, if not the keys will be in the vehicle).

Lock: Make sure the vehicle is off to lock the vehicle upon arrival to the destination.

Finish Booking: Finish your booking when you are completely done with your booking (must be at the location you picked it up from).

Extend: If you need more time on your rental, you can extend the timeframe.

Note: Make sure Bluetooth is connected, you can see it in green at the top in this image "Connected via Bluetooth to 51543".



ENDING YOUR BOOKING

After you have pressed "Finish Booking", it will prompt you to either screen.

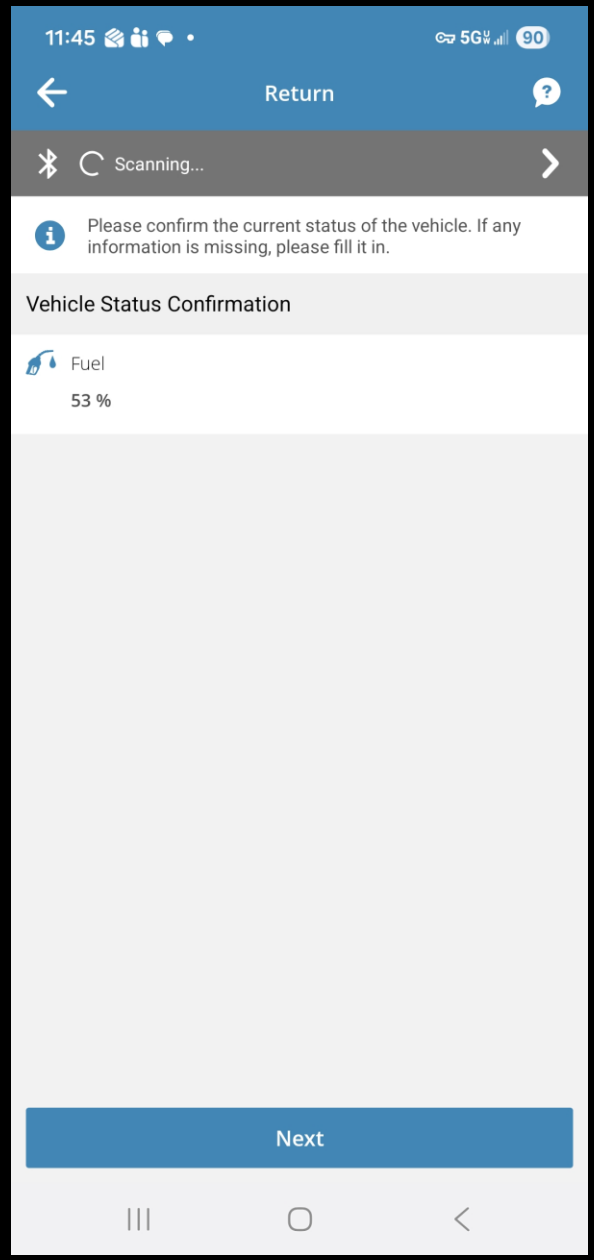
NOTE: Pressing Finish booking and closing the app DOES NOT end the booking. You MUST go through the whole process to end it completely (see next slides).

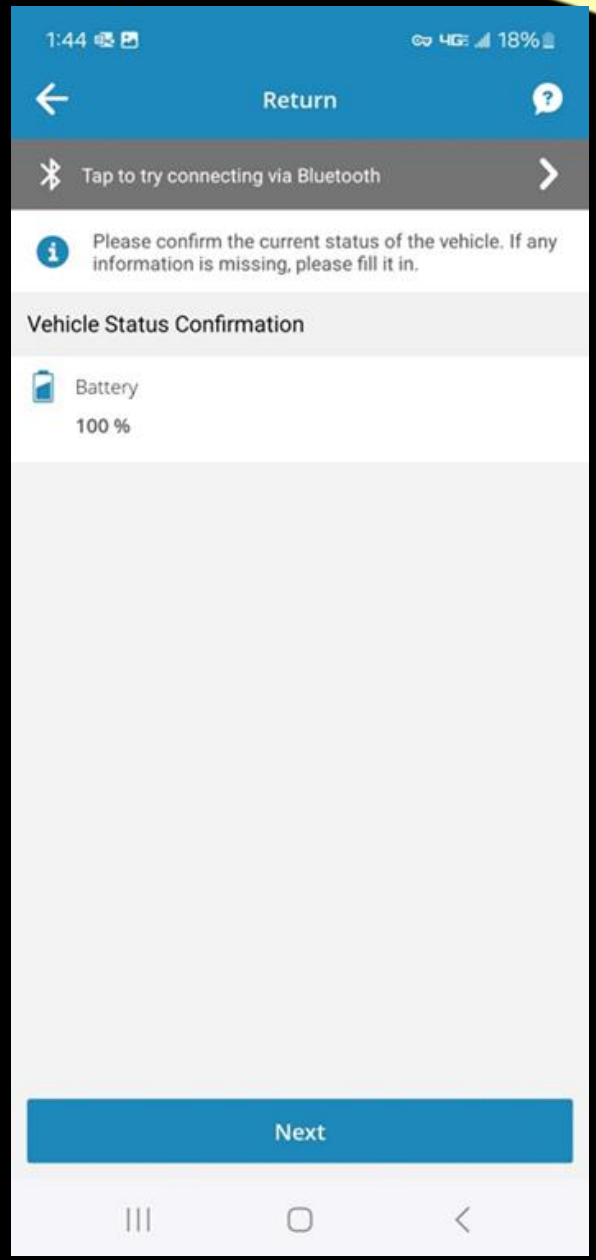
Gas/Hybrid Vehicles- The screen on the left will give you the fuel level.

NOTE: You must fuel vehicles above the 50% mark, you will not be able to end the rental unless you refuel it.

Electric Vehicles- The screen on the right will give you the battery charge, please make sure to plug the charger back in upon return. If a charger is not available, use the one next to it.

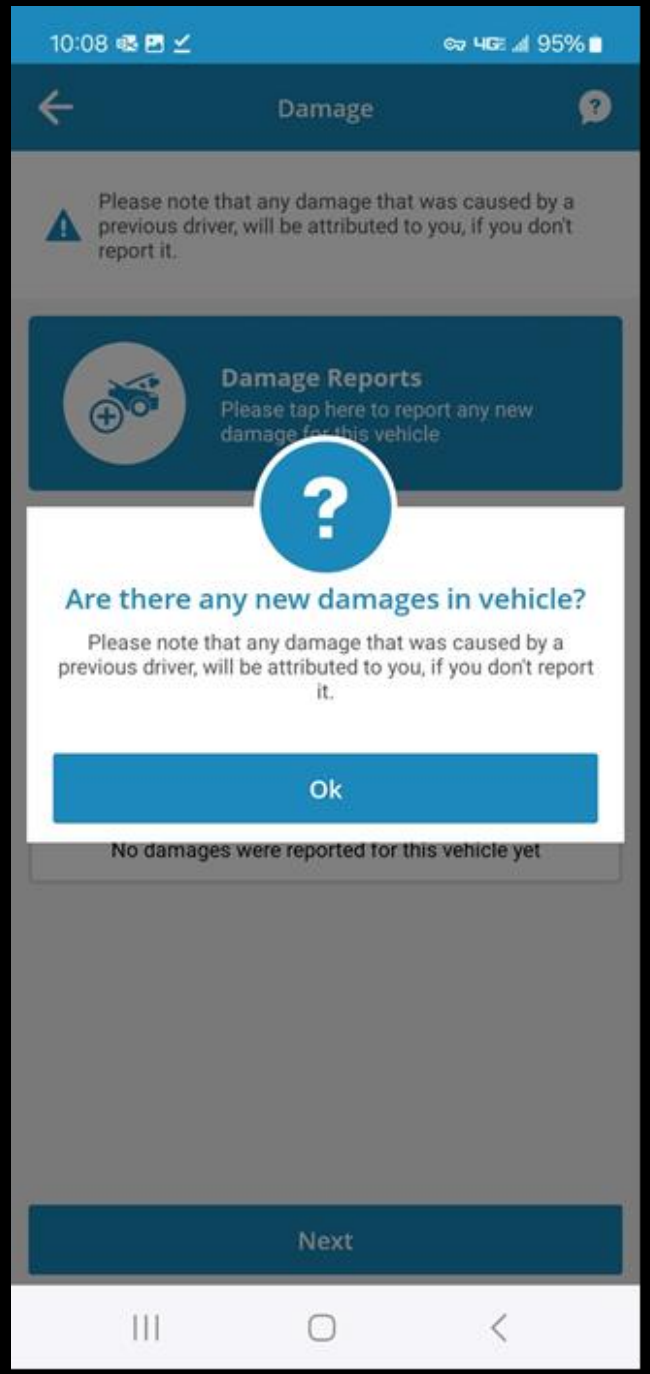
Press Next





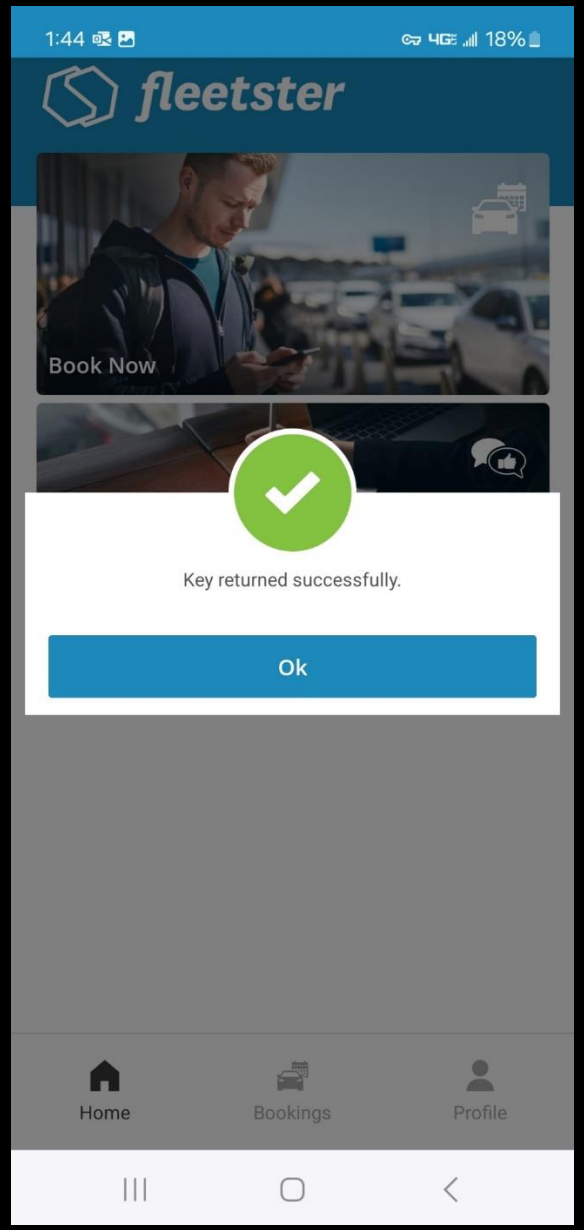
POST-TRIP DAMAGE PROCESS

It will prompt you to this screen again, input any damages. If there was an incident that involved damages to the vehicle during your booking. Its imperative that they are reported so our system keeps track of them.



ENDING YOUR BOOKING

When you have successfully ended your booking, a message saying “Key Returned Successfully” on your screen with pop up.



FLEETSHARE STATIONS

Alief Neighborhood Center :

11903 Bellaire Blvd, Houston, TX 77072

City Hall Annex:

900 Bagby St, Houston, TX 77002

Downtown Library:

500 Mckinney St, Houston, TX 77002

E.B. Cape:

4501 Leeland St, Houston, Tx 77023

Houston Permit Center:

1002 Washington Ave, Houston, TX 77002

Japhet Hub:

100 Japhet St, HOUSTON, TX 77020

Kashmere MSC:

4802 Lockwood Dr, Houston, TX 77026

Travis St HPD:

1200 Travis St, Houston, TX 77002

600 Jefferson(Fire Department):

1819 Brazos St, Houston, TX 77002

6200-Wheeler(Parks and Recs):

6200-Wheeler St, Houston, TX 77023

8000 N Stadium(Health Department):

8000 N Stadium Dr, Houston, TX 77054

Tranquility:

500 Rusk St, Houston, TX 77002

LOT C:

Memorial Dr, Houston, TX 77002

Municipal Court:

1400 Lubbock St, Houston, TX 77002

Park Place:

7411 Park Place Blvd, Houston, TX 77087

Sowden Parks and Recs:

12025 Sowden Rd, Houston, TX 77055

Sunnyside MSC:

4410 Reed Rd, Houston, TX 77051

FUEL INFORMATION

Note: If you are a new employee, your supervisor will need to contact FMD fuel group to add you into fuel force system.

If you have any issues at the fuel pump, call the number below.

Email:
fmd-fuelgroup@houstontx.gov
Number:
832-393-0200
After Hours Number:
311 or 713-837-0311

Refueling Locations

*Bolded location are the closest to downtown (3 and 5)

Fuel Sites
1. 7117 Fannin Street, Houston TX, 77054
2. 235 El Dorado Boulevard, Houston TX, 77598
3. 1205 Dart Street, Houston TX, 77007
4. 2700 Dalton, Houston TX, 77017
5. 100 Japhet Street, Houston TX, 77020
6. 7101 Renwick Drive, Houston TX, 77081
7. 5500 McCarty Road , Houston TX, 77051
8. 1245 Judiway Street, Houston TX, 77018
9. 5425 Eastex Freeway, Houston TX, 77026

How to Fuel your Vehicle

Below is the process on how to fuel your City vehicle at one of the Fuel Sites available for City employees.

Steps to follow as listed – Insert:

1. **Pull up to the pump – make sure you are using g unleaded (black nozzle) and not diesel (green nozzle)**
2. **Memorize or write down mileage before turning off engine.**
3. **Go to fuel kiosk (see image below)**
    a. **Hit *enter* to begin**
    b. **Enter the vehicle's mileage -Hit *enter***
    c. **Enter the vehicle number (located on the side and bumpers of the car)- Hit *enter***
    d. **Enter driver ID (Your City of Houston's Employee I.D. plus the last 4 digits of your Social Security Number)- Hit *enter***
    e. **Enter the hose number (written or posted on the side of the pump)-Hit *enter***



Fuel Kiosk

FUEL STATIONS

1. 7117 Fannin Street, Houston TX, 77054

2. 235 El Dorado Boulevard, Houston TX, 77598

3.1205 Dart Street, Houston TX, 77007

4. 2700 Dalton, Houston TX, 77017

5.100 Japhet Street, Houston TX, 77020

6. 7101 Renwick Drive, Houston TX, 77081

7. 5500 McCarty Road , Houston TX, 77051

8. 1245 Judiway Street, Houston TX, 77018

9. 5425 Eastex Freeway, Houston TX, 77026

10. 61 Riesner St, Houston TX, 77002

IN CASE OF AN INCIDENT

Step 1:

You need call 911 immediately after the accident. If the vehicle is operable, make sure to move it somewhere safe away from traffic.

Step 2:

You need to notify your immediate supervisor of the incident and your condition that would affect your ability to drive safely.

See Section 5.7.1 in Motor Vehicle Use AP 2-2.

Step 3:

You need to call FleetShare Support immediately after. Our number is 832-393-6967. We will then send a tow truck over depending on the condition of the vehicle. Apple towing is available for After Hours: 713-843-5483. We will also make our way to the location to access the situation.

Step 4:

You will need to fill out a PD781 and PD782 (needs to be filled out by your supervisor). This is in the glove compartment in the vehicle in a beige envelope.

Step 5:

You will need to get drug tested to utilize a fleetshare vehicle. See below Motor Vehicle Use

5.7.3 Any employee who is operating a city vehicle or driving a personal or leased vehicle on city business shall be subject to controlled substance and alcohol testing after any incident that involves:

5.7.3.1 human fatality;

5.7.3.2 any person(s) transported to a medical facility as a result of the incident;

5.7.3.3 citation(s) being issued to the employee who was operating the city vehicle;

5.7.3.4 disabling damage to any motor vehicle requiring a tow away; and/or

5.7.3.5 at the discretion of the department director or designee.

IN CASE OF AN INCIDENT

Step1:

If a vehicle is vandalized or broken into while you are out on the field. You need to call 911 immediately.

If you caused the damages to the vehicle (i.e. backed up into a tree/ or pole.) Skip to step 2.

Step 2:

You then need to call FleetShare Support and notify them of the incident. Our number is 832-393-6967.

Step 3:

You will need to fill out a PD781 and PD782 (needs to be filled out by your supervisor). This is in the glove compartment in the vehicle in a beige envelope.

Step 4:

You would need to get drug tested to utilize a fleetshare vehicle if you caused damages to the vehicle.

AP2-2 MOTOR VEHICLE INCIDENTS

Motor Vehicle Incident:

(1) A collision between a City vehicle or a privately-owned vehicle being operated by a Driver on City business and another vehicle;

(2) (2) A collision between a City vehicle or a privately-owned vehicle being operated by a Driver on City business and a person, property, or an object;

(3) (3) A City vehicle upset or upset of a privately-owned vehicle being operated by a Driver on City Subject: AP 2-2: Motor Vehicle Use Page 3 of 22 business (e.g. a vehicle tipping or turning over);

(4) (4) An incident involving a City vehicle or a privately-owned vehicle being operated by a Driver on City business that causes or results in personal injury to anyone; or

(5) (5) An incident involving a City vehicle or a privately-owned vehicle being operated by a Driver on City business that causes or results in any damage to public/private property.

Motor vehicle incident also includes events where there is a collision which involves a City vehicle with no apparent or visible damage, where there is damage to public/private property, but the property owner does not file a claim, and when there is no apparent or claimed personal injury

AP2-2 MOTOR EVENT REPORTING REQUIREMENTS

5.7.1 Employees who drive on City business shall immediately report to their supervisor any condition (medical or otherwise) or any medication that would affect the employee's ability to drive safely.

5.7.2 If a motor vehicle incident occurs: each employee who drives on City business shall (1) report the motor vehicle incident to his/her supervisor immediately after its occurrence; (2) complete a Driver's Report of Vehicular Incident (Driver's Report of a Motor Vehicle Incident); and (3) submit Subject: AP 2-2: Motor Vehicle Use Page 12 of 22 the form to his/her supervisor. Each driver must keep a complete motor vehicle incident packet (Driver's Report of a Motor Vehicle Incident, Supervisor's Report of Motor Vehicle Incident, Procedures for Motor Vehicle Incident, Legal Claims Notice of Damages Letter) in the glove compartment of each City vehicle.

5.7.2.1 The employee shall report the motor vehicle incident to the investigating law enforcement officer on the scene or in person (or online) to the appropriate law enforcement authority in the jurisdiction in which the motor vehicle incident occurred within twenty-four (24) hours of its occurrence.

5.7.2.2 The employee shall provide the incident report number provided by law enforcement to his/her supervisor immediately upon receipt.

5.7.2.3 The supervisor shall complete the Supervisor Investigation Report of Vehicle Incident (Supervisor's Report of Motor Vehicle Incident) within 72 business hours of the report of a motor vehicle incident and file it with the department safety officer/advisor or as otherwise detailed in a department or citywide policy.

OUT OF TOWN USE

1. FLEETSHARE VEHICLES CAN ONLY BE USED WITHIN THE STATE, YOU CAN NOT USE THEM FOR OUT OF STATE.

2. OUT OF CITY USE WILL NEED TO BE APPROVED BY FLEETSHARE MANAGEMENT AND requires the driver to fill out a fleetshare form that needs supervisor approval. (the form can be requested through fleetsharesupport@Houstontx.gov).

3. If you need a fuel card supplied, we will need the following (Driver, Employee number and department)

4. Everything needs to be emailed to fleetsharesupport@houstontx.gov, then you will get confirmation of approval and usage for fuel card.

We will assign you a vehicle for the trip, we always recommend a Toyota Prius/Sienna/ Or Rav4. Before your trip, you will need to pick up and sign out the fuel card/vehicle key at 900 bagby, level G, Fleetshare office.

OUT OF TOWN FUEL CARD INSTRUCTIONS

Please be advised that unlike the city pumps, the commercial pumps require the odometer and payroll number only, no e before payroll number or password. Use zip code 77002 if prompted to do so.

The card can be used at any commercial retail fuel location that accepts the Voyager Fleet Card outside at the pump only. The driver's Department is responsible for reimbursement if used inside the station.

The cardholder is responsible for the security of the card and should obtain all receipts for fuel expenditures. All transactions will be monitored.

Occasionally a Vendor will receive a "Decline" response from the card issuer after attempting to put through a fuel card transaction. The cardholder should notify fuel retail card vendor by calling the number of the back of the fuel card. Declined transactions need to be handled while at the fuel station at the time of the transaction.

The Voyager card is automatically locked if the wrong ID is entered over three times. The card can be unlocked by calling the 24/7 customer service line. Once a card is unlocked the driver can immediately start using the card.

To expedite the resolution of gas issues, please call the Fleet 1-800 number (1-800-987-6591) on the back of the card while at the gas pumps.

24-Hour Voyager Customer Service
(800) 987-6591

PLEASE DO NOT FUEL AT BUC-ESS

PLEASE KEEP ALL THE RECEIPTS AND TURN THEM IN WHEN YOU RETURN THE FUEL CARD/ VEHICLE KEY

DIRECT CONTACT SUPPORT

- Email: fleetsharesupport@houstontx.gov
- Fleetshare Hotline: 832-393-6967

Contact us directly for any issues

Jose Garcia

Cell: 832-712-2165

Office: 832-393-6962

Email: jose.garcia2@houstontx.gov

Cris Leoncio

Cell: 832-819-9082

Email: cris.leoncio@houstonx.gov

John Bushnell

Cell: 713-816-6988

Office: 832-393-3491

Email: john.bushnell@houstontx.gov

Irineo Quintanilla (JR)

Cell: 832-712-2078

Office: 832-393-0848

Email: ireneo.quintanilla@houstontx.gov



We take pride in providing outstanding customer support. We like to remind our riders to always be courteous, so the next rider has a comfortable experience.

Fleetshare Rider Reminders:

- CHECK if your belongings are with you before exiting/ending your rental.



- Make sure you throw away any trash inside the vehicle before ending your rental. AP2-2(7.2.22 Employees who drive City Vehicles SHALL keep the interior clean and free of debris)



- Ensure that vehicles are not below 50% before ending your rental. Please refuel accordingly.

-Fleetshare Management

FLEETSHARE VIOLATIONS

- **What are FleetShare violations?** A FleetShare violation will occur whenever a basic FleetShare program rule has not been followed. When a rule is broken the violator will receive an email explaining; when, where, and how the violation occurred and what the corrected procedure should be. If the user receives three of any violations, the user's FleetShare account will be suspended for a 2-week period (ten business days). The user will also be required to review the FleetShare Orientation video, to be reinstated into the program. The user must then submit proof that they have reviewed the Orientation video by completing and passing the FleetShare Quiz. If the user's account is suspended twice for the same violations, the user's account will be deactivated and that user will have to have their account reviewed by the FleetShare Management team, and their supervisor to determine the eligibility for re-instatement. There will be **ZERO TOLERANCE** for re-fueling violations… This means your FleetShare account will be suspended if you return the vehicle to its parking Hub under a half tank of gas without reporting when, where, and why to FleetShare management. FleetShare vehicles have a high usage rate, so it is important to fuel the vehicles if it is below half a tank, at the end of your trip. It is also the employee's responsibility to notify the FleetShare Team if for any reason they cannot re-fuel the vehicle.

- **Please be advised that you must report all incidents to avoid receiving a violation.**

Note: These three are the most common violations

a) Trash left in vehicle
b) Damage to vehicle
c) Vehicle parked in wrong location

Please remember these violations could have occurred before you have used the vehicle, but since you were the last driver and did not report the issue, you will receive the violation.

1) Not fueling the vehicle after it's under a half tank of gas
2) Not plugging in the EV's charger after using the Chevy Bolt, Ford Lightning, or Chevy Equinox
3) Late returns of the vehicles Note: Remember you can extend your reservation time if you need the vehicle for a longer time. If have issues extending your ride just call any member of our FleetShare and we can extend your rental for you. (832.393.6967)
4) Taking vehicles home without authorization Note: it is a must that the rider receive authorization to do a take home or out of town travel. simply email jose.garcia2@houstontx.gov when, where, why and how long the vehicle is needed. You must receive an approval email from one of our staff to proceed.
5) Parking in wrong spot Note: Some vehicles have assigned parking spots
6) Abandoning a FleetShare unit after breakdown Note: Result will cause an Automatic Suspension
7) Not parking the vehicle in the stall lines
8) Interior lights left on Note: This runs down the battery
9) Head lights left on Note: This runs down the battery
10) Key left in the ignition: Note: This runs down the battery
11) Driver left door open Note: This runs down the battery & can result in the vehicle being stolen
12) Driver left vehicle running Note: This could cause the vehicle to be stolen
13) Unauthorized use of vehicle
14) Window left down
15) Receiving parking tickets Note: If you receive any parking violations you will be responsive to pay out of your own pocket
16) Allowing someone else to use your device
17) Tampering with Fleetster system

- Please remember that any combination of three (3) violations will result in a two-week suspension from the FleetShare program.

- After the second violation has been received in a 12-month period the driver's supervisor may be contacted and informed that if the driver receivers one more violation their account will be suspended for a two-week period.

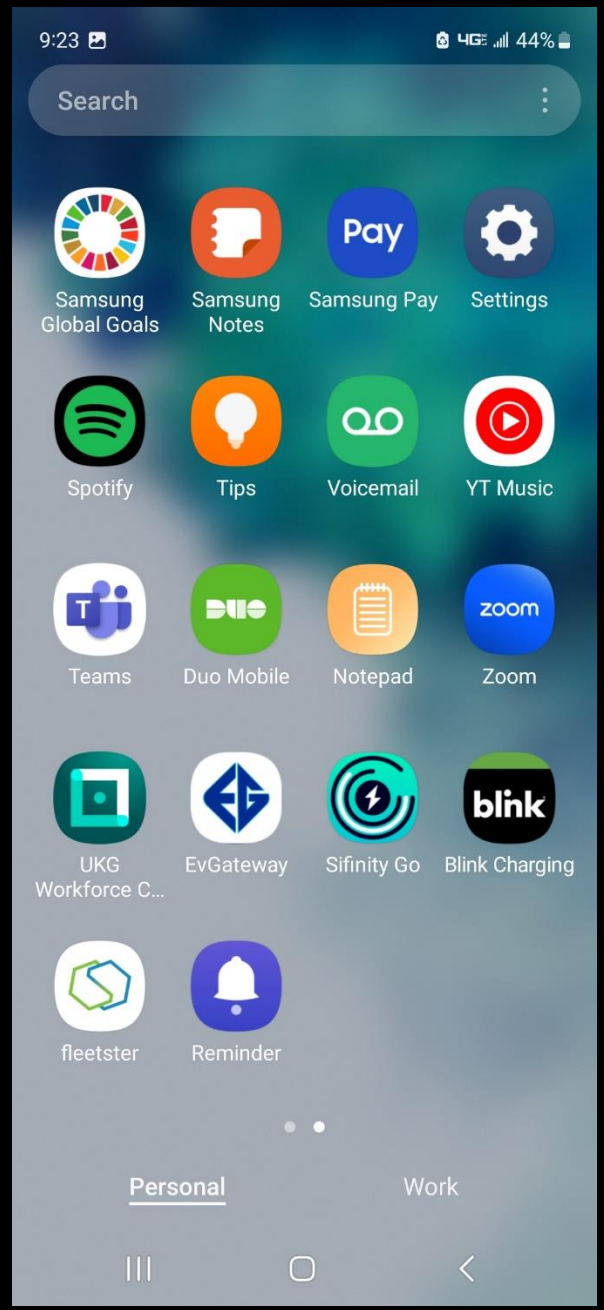
SUBJECT TO CHANGE

THANK YOU FOR YOUR SUPPORT~



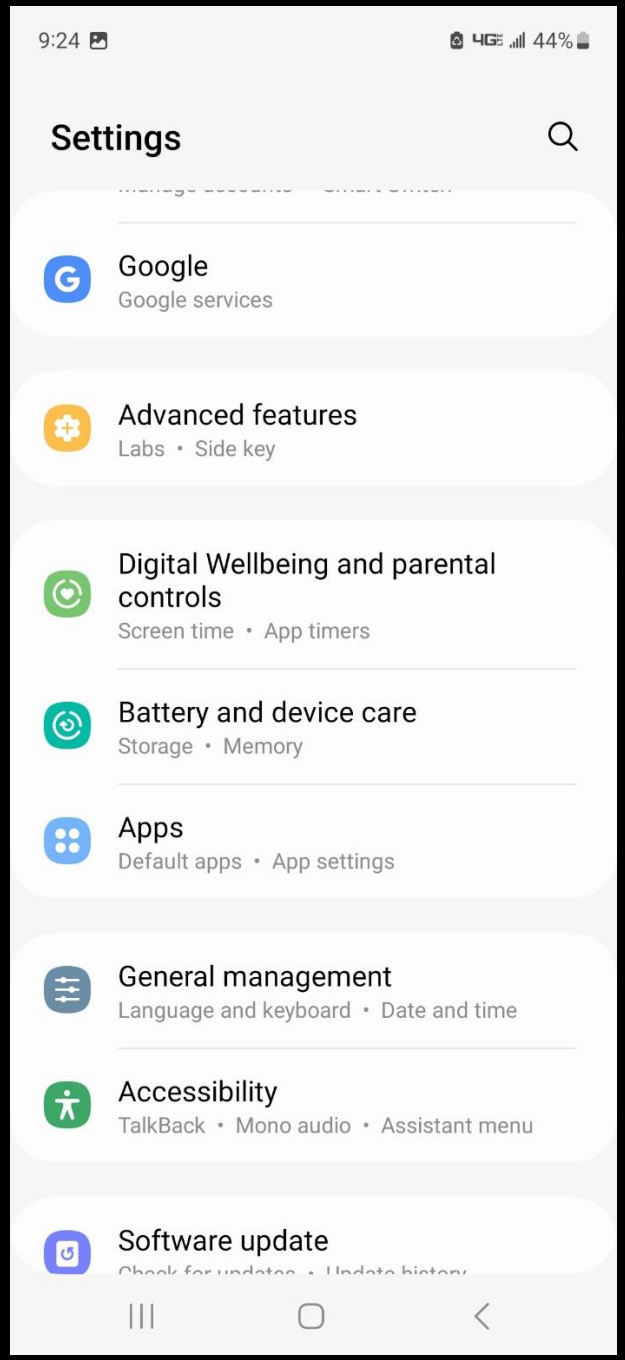
TROUBLESHOOTING BLUETOOTH

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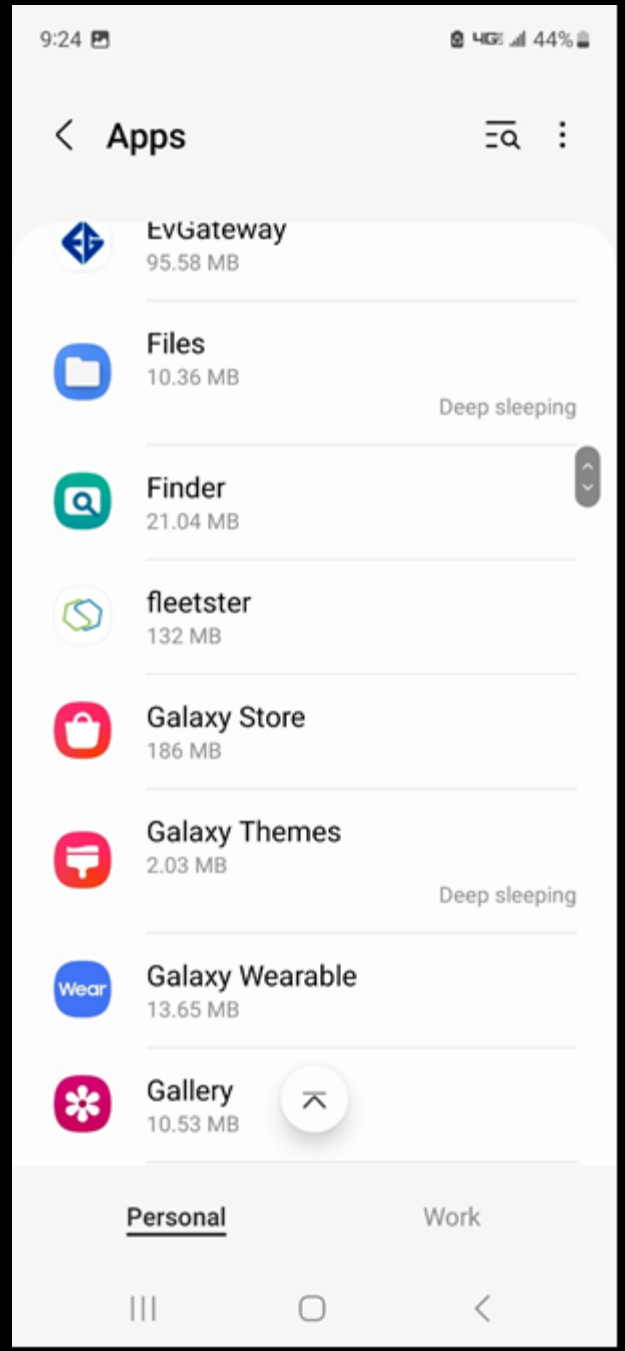
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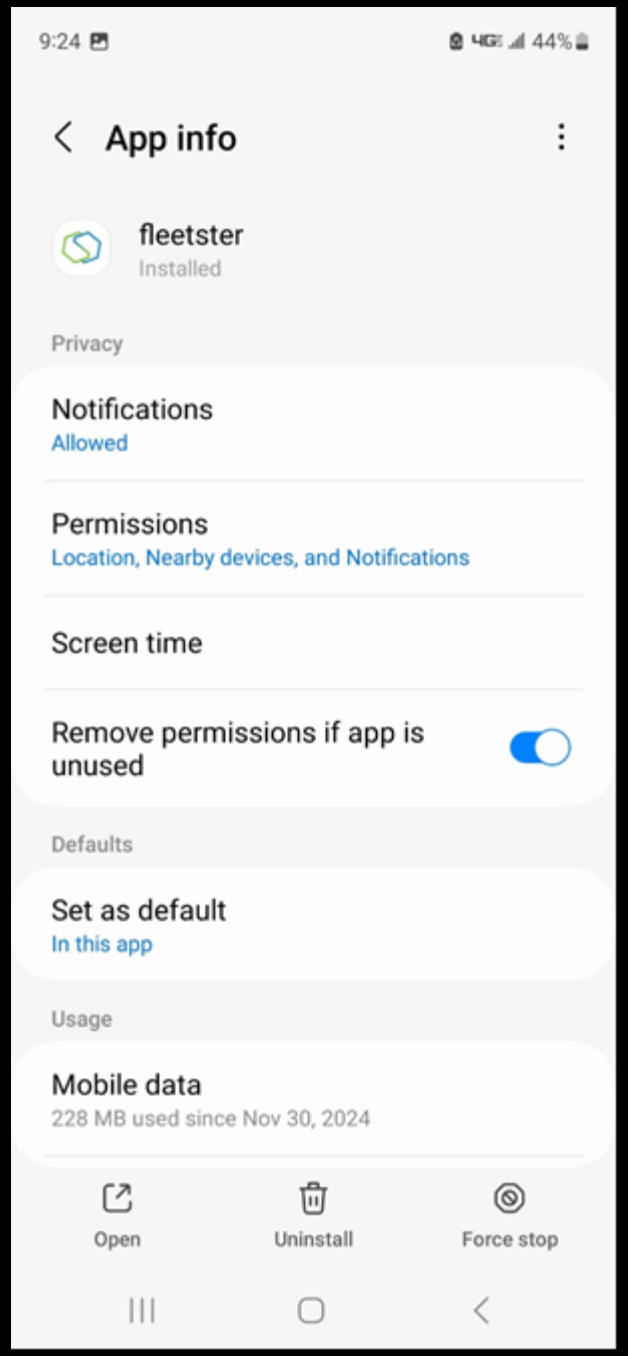
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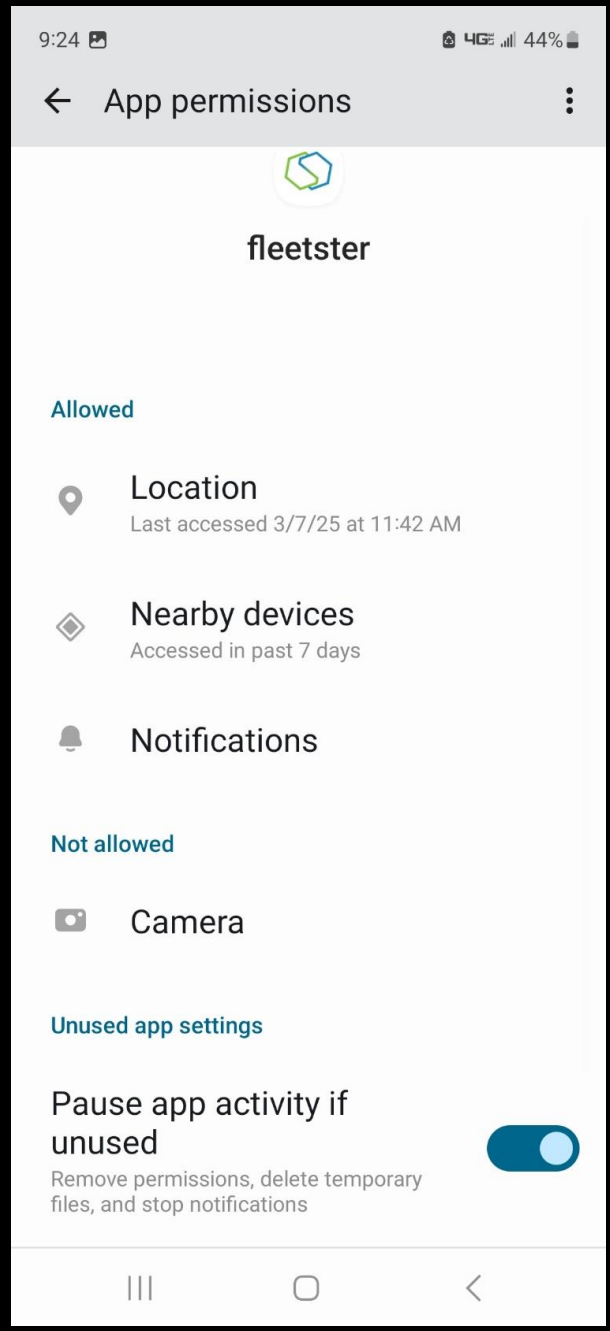
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Go to Nearby Devices



TROUBLESHOOTING BLUETOOTH

Make sure it is on ALLOW

