

# Fleet Services Rules and Regulations

The following rules and regulations are effective as of March 9, 2026, and supersede any prior versions.

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## Purpose and Authority

### Purpose

The purpose of these rules and regulations is to establish guidelines that promote the orderly conduct of university business and activities; effectively utilize available fleet vehicles; and support the university's mission through safe and convenient transportation options for Virginia Tech departments, registered student organizations sponsored by a VT department, and authorized users.

### Authority

In accordance with university policies and state regulations, Virginia Tech has adopted these rules and regulations for the operation of motor vehicles by all users. Fleet Services has the responsibility and authority to enforce these regulations and to manage fleet vehicles in accordance with the Code of Virginia and university policies.

## Definitions and General Information

All fleet vehicles are state property and must be operated in compliance with all applicable federal, state, and local laws, as well as university policies. The cooperation of vehicle operators in the administration and enforcement of these regulations is essential to the safe and efficient operation of the fleet.

### Definitions

**Accident:** Any incident involving a fleet vehicle that results in damage to the vehicle, injury to persons, or damage to other property.

**Authorized Driver:** Any individual who has completed the registration and eligibility verification process with Fleet Services.

**Department:** Any academic or administrative unit of Virginia Tech.

**Fleet Vehicle:** Any motor vehicle owned or leased by Virginia Tech and designated for use by authorized departments and users.

**Fleet Services:** The office responsible for the management, maintenance, and operation of Virginia Tech's fleet of vehicles.

**Registered Student Organization (RSO):** Any student organization registered with the university and recognized by the Division of Student Affairs.

**State-Maintained Roads:** Roads maintained by the Virginia Department of Transportation or local government authorities.

**Vehicle Operator:** Any authorized individual operating a fleet vehicle in accordance with these regulations.

# 1. Reservation Instructions and User Registration

## Registration Requirements

All drivers must register in FASTER MotorPool before making a reservation. Driver license validation is required. Instructions for completing registration and validation are available on the Fleet Services website at [fleet.vt.edu](http://fleet.vt.edu). Student drivers must have a faculty or staff member make the reservation on their behalf, but they must still register with Fleet Services before the reservation can be confirmed.

## Reservation Process

Reservations must be submitted through FASTER MotorPool. Instructions for submitting, modifying, or canceling reservations are available through the [Fleet Services website](#). Reservations are processed on a first-come, first-served basis, subject to vehicle availability. Submission of a vehicle reservation through Fleet Services confirms that all required departmental approvals have been obtained prior to booking. Submission also confirms that all charges associated with the reservation are authorized and will be paid by the requesting department. Fleet Services does not review or verify internal departmental approvals. Any charges incurred as a result of a reservation submitted without proper authorization remain the sole responsibility of the requesting department. Departments are encouraged to ensure that employees submitting reservations understand internal approval requirements before completing a reservation request.

## Driver Requirements

All drivers must register in FASTER MotorPool before operating a fleet vehicle and must comply with all applicable motor vehicle laws, state law, and university policies and driving regulations. Drivers must hold a valid United States driver's license, maintain a valid driving record, and sign and file the **FS-2 form** (Proper Use of State Vehicles) with their department prior to vehicle operation. Fleet Services does not need or retain copies of these forms. Per Virginia State law, all mobile device use while operating a fleet vehicle must be hands-free. Drivers are responsible for the safekeeping and proper operation of their assigned vehicle at all times and for understanding and complying with these requirements.

# 2. Rental Procedures

## General Rental Guidelines

Fleet vehicles may be reassigned based on operational needs. Requests for specific vehicle features, such as all-wheel drive or Apple CarPlay compatibility, cannot be guaranteed. All fleet vehicles must remain on state-maintained roads. Departments requiring all-wheel drive or specialized vehicle capabilities should use departmental vehicles or pursue alternative solutions.

## Bus Reservation Procedures

Bus availability depends on both vehicle and driver schedules and cannot be guaranteed until reviewed by the Fleet Services bus coordinator. Requestors must submit all required reservation details through FASTER MotorPool, including travel destination, trip purpose, and the anticipated number of passengers in the comments section, if that information is not captured elsewhere in the system.

A completed itinerary must be submitted with the bus reservation. Reservations cannot be approved without it. The itinerary must be provided at least five business days before the trip. Any itinerary changes must be submitted no later than two business days before departure. Changes should not be made on the day of the trip, as last-minute revisions may conflict with other scheduled bus trips.

Bus usage is subject to minimum charges. During weekday hours from 7 a.m. to 5 p.m., there is a one-hour minimum charge per use. After 5 p.m. and on weekends, there is a two-hour minimum charge per use. For multiple uses on the same day, such as morning and afternoon shuttles, the full reserved time will be charged unless there is at least a two-hour gap between trips or the bus is returned to the Fleet Services lot when not in use. For usage after 5 p.m., the entire reserved time will be charged.

## Cancellation Policy

Reservations must be canceled at least 24 hours before pickup to avoid a cancellation fee equal to one day's rental rate. Cancellations due to inclement weather, university closure, or illness may be exempt from fees. Reservations with Saturday or Sunday pickup must be canceled by 5 p.m. on Thursday to avoid a late cancellation fee.

## Fueling Procedures

Fuel keys are provided for use at the Virginia Tech fueling station located at 255 Sterrett Drive. Voyager cards are provided in each key wallet for non-local fuel purchases, and receipts must be placed in the key wallet upon vehicle return. Drivers should follow any fueling instructions provided with the vehicle materials at the time of use. Drivers are required to refuel at the Fleet Services pumps and ensure the fuel tank is full when returning a Fleet Services vehicle. Drivers are responsible for returning vehicles with adequate fuel levels and may be assessed refueling charges if the vehicle is returned without sufficient fuel.

## Pickup and Drop-Off Procedures

Office hours are Monday through Friday, 7:30 a.m. to 5 p.m. Key pickup is available from 7:45 a.m. to 4:45 p.m. After-hours drop-off must be made using the designated dropbox.

## Personal Vehicle Parking

One personal vehicle may be left in the designated fleet parking space during the rental period. The Fleet Services parking pass must be displayed on the dashboard of the personal vehicle. Vehicles parked without proper authorization may be cited or towed.

## Volunteer Drivers

Departments wishing to authorize a volunteer driver who is not a Virginia Tech employee must email the driver's details to [fs@vt.edu](mailto:fs@vt.edu). Departments are responsible for ensuring compliance with [Policy 4060](#), confirming that all volunteers sign the [FS-2 form](#) (Proper Use of State Vehicles), and verifying that driving records are free of moving violations within the past three years.

# 3. Accidents and Emergencies

## Contact Information

The following contact numbers should be used for accidents and emergencies:

- Virginia Tech Police: 540-231-6411
- Virginia State Police: 1-800-542-5959
- Risk Management: 540-231-7439
- Fleet Services: 540-231-6141

## Breakdown Procedure

For local breakdowns, drivers should contact Fleet Services during normal business hours or the Virginia Tech Police after business hours. For non-local breakdowns, drivers should contact Fleet Services or the appropriate Virginia State Police office.

## Accident Procedure

Drivers must follow the instructions in the accident packet located in each fleet vehicle and immediately report the incident to Virginia Tech Police and Risk Management. A detailed incident report must be filed with Fleet Services within 24 hours of the accident. Drivers are required to obtain contact information and insurance details from all parties involved.

## Insurance Information

Fleet Services vehicles are insured for bodily injury liability, property damage liability, and medical payment coverage. Questions regarding insurance coverage may be directed to Risk Management.

# 4. Rental Rules and Responsibilities

## General Use Requirements

All travel destinations must be provided at the time of reservation. Drivers must inspect the vehicle before departure and immediately report any pre-existing damage to Fleet Services. For weekend pickups, drivers are responsible for checking the vehicle for prior damage before leaving, as damage discovered after return may otherwise be attributed to the most recent reservation. All fleet vehicles must remain on state-maintained roads. During winter weather conditions, drivers are responsible for ensuring that vehicles are cleared of ice and snow before operation and for adjusting driving behavior accordingly.

## Passenger Restrictions

Passengers under 18 are not permitted in fleet vehicles unless they are participating in an official university activity or other approved university purpose. Fleet vehicles are designated for official university use only, and all passengers must be traveling in support of that purpose. Personal guests, including spouses, are not permitted unless they are also participating in the official purpose of the trip. Animals may not be transported, including pets or emotional support animals. Service animals are permitted only in the designated ADA van and require advance notification at the time of reservation.

## Prohibited Activities

The following activities are strictly prohibited while operating fleet vehicles: smoking, vaping, use or possession of alcohol, use or possession of illegal drugs, and texting, emailing, or other non-emergency use of mobile devices while driving.

## 5. Fees, Costs, and Rates

### Fleet Rental Rates

Vehicle Class	Daily Rate	Permanently Assigned Rate
Sedan	\$74	\$435
Compact/Midsize SUV	\$77	N/A
Cargo Van	\$130	\$574
Truck	\$130	\$574
7-Passenger Van	\$80	\$527
12-Passenger Van	\$114	\$587
Buses (per hour)	\$188	N/A

Table 1: Fleet Services Vehicle Rental Rates

### Tolls

Tolls incurred during fleet vehicle use are billed once invoices are received from tolling agencies. Fleet Services does not provide EZ Pass accounts; drivers must arrange toll payments through departmental accounts or personal payment methods and seek reimbursement through their department.

### Repairs

Repairs under \$100 may be authorized by the driver at the time of service. Repairs exceeding \$100 must be approved in advance by Fleet Services at 540-231-4955. Drivers should contact Fleet Services before authorizing any repairs to ensure approval and proper billing procedures.

### Reimbursement for Fuel

If a driver uses a personal payment card for fuel purchases, a [reimbursement form](#) must be submitted along with the original receipt to Fleet Services for processing. Reimbursements will be processed in accordance with university travel procedures and departmental accounting policies.

### Traffic Infractions

Drivers are responsible for all traffic citations incurred during their vehicle rental period. Citations must be paid by the driver or the associated department. The university will not assume liability for traffic violations or related fines.

## Cleaning Fees

Vehicles must be returned in a clean condition. Excessive cleaning charges begin at \$65 and may increase based on the extent of cleaning required. Drivers should inspect vehicles upon return and contact Fleet Services immediately if damage or excessive soiling is evident.

## Accident Fees

Departments may be charged up to \$1,000 plus a \$65 administrative fee for accidents, unless third-party insurance applies. Federal funds may not be used for accident charges.

# 6. Parking

## Blacksburg Campus Parking

Fleet vehicles may park in C/G (Commuter/Graduate), F/S (Faculty/Staff), and R (Resident) designated zones without displaying an additional parking permit. Metered spaces must have payment made or a parking permit displayed. Fleet vehicles may not use Service Vehicle spaces. ADA-accessible parking spaces require display of a valid state-issued ADA license plate or permit.

## Academic Building One in Alexandria, Virginia

All vehicles, including state vehicles and those rented through Fleet Services, are required to pay for parking at the Alexandria campus at all times. Parking operations are enforced 24 hours a day, seven days a week. A valid parking permit or payment is required for both the parking garage and surface lots. Parking requires a day pass purchased through ParkMobile. Overnight parking is not permitted unless prior approval is obtained from Parking Services. Parking permits for the Blacksburg campus and the Alexandria campus are not interchangeable and cannot be used at the other location.

## Parking Garage Restrictions

12-passenger vans and cargo vans are prohibited from entering parking garages due to size restrictions.

# 7. Rental Alternatives

## Use of State Vehicles

Departmental vehicles may be used per departmental guidelines.

## Use of Personal Vehicles

Use of a personal vehicle for university business travel must be approved by the driver's department in advance. When a Fleet Services vehicle is available and an employee elects to use a personal vehicle or an Enterprise rental vehicle as a matter of convenience or personal preference, reimbursement may be provided in accordance with the Controller's Office Automobile Travel Procedure. All reimbursements for personal vehicle use are subject to the Controller's Office travel guidelines and must be processed in accordance with established university procedures. Current reimbursement policy information is available in the [Controller's Office Automobile Travel Procedure](#).

## External Rental Companies

External rental vehicles may be used when no fleet vehicle of the required type is available, Fleet Services does not offer the required vehicle type, or a cost comparison demonstrates that external rental provides a lower total cost. Departments should contact Fleet Services for approval before arranging external rentals. External rental policy information is available in the [university's vehicle rental guidance](#).

## 8. ADA Policy

Fleet Services is committed to providing accessible transportation options in support of the university's compliance with the Americans with Disabilities Act (ADA). The ADA van is the only Fleet Services vehicle authorized for transport of passengers accompanied by service animals. Requesters must indicate the need for ADA accommodations, including service animal transport, at the time of reservation to ensure vehicle availability and appropriate arrangements.

Additional accessibility needs or special accommodation requests should be communicated to Fleet Services in advance so that appropriate arrangements can be coordinated effectively. Fleet Services will work with departments and individuals to support reasonable accommodations based on vehicle availability and operational considerations. Questions regarding ADA accommodations may be directed to Fleet Services at 540-231-6141 or [fs@vt.edu](mailto:fs@vt.edu).

## 9. Registered Student Organizations

### Use of Fleet Vehicles by Registered Student Organizations

Under [Policy 8013](#), Registered Student Organizations are independent from Virginia Tech and are not authorized to use Fleet Services vehicles for off-campus travel. Departments with questions about transportation options for student organization activities should contact Fleet Services for guidance.

### Additional Policies and Procedures

Additional requirements may apply to fleet vehicle use depending on trip purpose, vehicle type, departmental regulations, or other operational considerations. Departments or drivers with questions regarding any aspect of these rules and regulations are encouraged to contact Fleet Services at 540-231-6141 or [fs@vt.edu](mailto:fs@vt.edu) for clarification and guidance. Fleet Services staff are available Monday through Friday, 7:30 a.m. to 5 p.m., to assist with inquiries and resolve issues.

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For more information or to reserve a vehicle, visit the Fleet Services website or contact Fleet Services at 540-231-6141 or [fs@vt.edu](mailto:fs@vt.edu).

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