



U.S. General Services Administration

# FedFleet

A graphic for 'FedFleet 2023' featuring a cluster of hexagons. The hexagons contain images of a hand holding keys, a car's interior with a steering wheel, a car's charging port, and various tools like wrenches and sockets. The year '2023' is displayed in red, with a target symbol over the zero.

## 2023

## Federal Fleet Management Regulations and Policies FAQs

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**Connie Aaron, OGP**

# Learning Objectives

- Understand how informal decision making can help guide you to your agency's internal policy.
- Understand that what seem to be vague answers from GSA are purposely that way so as not to impede your agency's mission.
- Know where to find additional resources and information for finding out your agency's internal policy on federal fleet questions.
- This is an informal conversation to help you know the right questions to ask your fleet managers and General Counsel's office.

# What's the definition of a motor vehicle?

Government motor vehicle is defined as motor vehicles obtained through purchase, excess, forfeiture, commercial lease, or GSA Fleet lease.

## Regulatory definition

### 41 CFR 102-34 Motor Vehicle Management:

*Motor vehicle means any vehicle, self propelled or drawn by mechanical power, designed and operated principally for highway transportation of property or passengers, but does not include a military design motor vehicle or vehicles not covered by this part (see § 102-34.20).*

# What's the definition of a motor vehicle?

Another way to define a motor vehicle is to look at what is not reportable to FAST

- Military tactical
- Off-road *vehicles* which are not licensable for use on all roads and Federal highways
- Personal Owned Vehicles (POV)
- Short-term rentals (*rentals are defined as obtaining a motor vehicle by contract or other arrangement from a commercial source for less than 120 consecutive days. However, if the rental is renewed beyond the initial 120 days, they should be considered as **leased** and should be identified with US government license plates and reported.*)
- Motorcycles
- Trailers

# What's the definition of a motor vehicle?

Definitions of motor vehicle that can be found in US Code

**Automobile means a 4-wheeled vehicle propelled by conventional fuel, or by alternative fuel, manufactured primarily for use on public streets, roads, and highways.**

# What's the definition of a motor vehicle?

Definitions of motor vehicle that can be found in US Code

- Any self-propelled vehicle designed for transporting persons or property on a street or highway. 42 U.S.C. § 7550 – Clean Air Act, & 42 U.S.C. §13211 – EPA Act of 1992
- An item of equipment, mounted on wheels and designed for highway and/or land use, that derives power from a self-contained power unit; or is designed to be towed by and used in conjunction with self-propelled equipment. FAR – General Structure & Subparts, B, 8.11

# What's the definition of a motor vehicle?

Definitions of motor vehicle that can be found in US Code

- A vehicle self-propelled or drawn by mechanical power; but not designed or used for military field training, combat, or tactical purposes, or any other special purpose vehicle. 40 U.S.C. §17501
- A self-propelled vehicle that meets the definition of section 215(2) of the Clean Air Act (42 U.S.C. 7550(2) and is fully Federal Motor Vehicle Safety Standards certified for operation on all public roads and highways, designed for transporting persons or property.

# GOV, Agency Owned, Leased, Rentals, POVs...on my!

**GOV- government vehicle**

**Agency owned**

**Leased- commercial or GSA Fleet-  
greater than 120 days**

**Rentals- GSA Fleet STR Program,  
Official Travel (TDY)- less than  
120 days**

**DTMO is government-wide  
source for rentals for official  
travel**

**<https://www.defensetravel.dod.mil/site/rentalCar.cfm>**

**Confirm that the “Government  
Administrative Rate  
Supplement” or “GARS,” a \$5 per  
day fee, is listed on the rental  
contract at the time of pick-up.  
Ensures that you are eligible for  
program benefits including  
insurance.**

**POV- privately owned vehicle  
[www.gsa.gov/pov](http://www.gsa.gov/pov)**

# Is my agency required to have an agency fleet manager?

Not a requirement in FMR 102-34 that agencies should appoint an agency head for fleet management.

40 USC 17502 *does require* the following with regards to the establishment of a fleet-related monitoring system:

## § 17502. Monitoring system

The head of each executive agency shall designate one office, officer, or employee of the agency—

(1) to establish and operate a central monitoring system for the motor vehicle operations of the agency, related activities, and related reporting requirements; and

(2) provide oversight of those operations, activities, and requirements.

# Can my agency mandate the use of GOVs vs POVs?

**GSA does not regulate local travel**

**GSA does publish the GOV  
reimbursements rates-  
[www.gsa.gov/pov](http://www.gsa.gov/pov).**

**Your agency has internal  
guidance on what mode of  
transportation is authorized  
for local travel to conduct  
official business.**

# Can my agency mandate the use of GOVs vs POVs?

**Some factors to consider when writing internal policy-**

Federal employees need to let their private insurance companies know if they are using a POV for official business. May require them to acquire additional insurance at their own expense. POV reimbursement rate covers insurance so the Government can't provide this additional coverage.

Use of a POV advantageous to the Government? *Another Federal employee being displaced because a POV is being used? Has a cost benefit analysis been completed?*

Is the use of a POV being authorized due to an employee accommodation that can not be met with a GOV?

Is there an additional security issue for the Federal employee if a POV is authorized?

# Can I use a GOV to...?

- Official use means using a vehicle to perform your agency's mission as defined and authorized by your agency
- Contact agency fleet manager or general counsel for agency policy
- Personal liability (and DOJ defense) is based on State case law under Federal Tort Claims Act
- Incidental use is a taxable benefit reported to the IRS; see <https://www.irs.gov/pub/irs-pdf/p5137.pdf>
- Perception- how would a taxpayer view the use of the vehicle?

# How many miles/hours can I drive a GOV in one day?

- **GSA does not have a policy or regulation concerning driver fatigue or maximum distance to drive a government vehicle in one day.**
- If driver has a CDL, there are restrictions prescribed by DOT & State the vehicle is operated.  
<http://www.fmcsa.dot.gov/registration-licensing/cdl/cdl.htm>.
- CDL Hours of Service Regulations:  
<http://www.fmcsa.dot.gov/rules-regulations/topics/hos/index.htm>
- Your agency may have internal policy limiting the amount of time or miles a person can drive in a GOV or POV.
- Federal Travel Regulation (FTR)  
Has the most advantageous mode of transportation been authorized if TDY?

# Can I drive my GOV home for TDY purposes?

- Home-to-Work regulations do not apply to employees on official travel.
- Official travel orders must authorize GOV use.

**Contact your Agency Travel Manager for assistance!**

# Can I drive a GOV in a foreign country?

Many foreign countries do not recognize the U.S. Government self-insurance

- If your agency is not covered under a SOFA or other diplomatic treaty which specifically addresses liability issues, you may need to purchase liability insurance locally.
- General Counsel's office of GSA has determined that an agency **must purchase additional liability insurance to operate vehicles in foreign countries**
- The Federal Torts Claims Act **does not protect Federal employees outside the United States**
- Contact your agency's General Counsel's office for assistance
- If short duration trips, consider commercial rentals that are inclusive of insurance in foreign countries.
- US Embassy's Chief of Mission in that country could be helpful to understand local requirements

# Can I transport a non-Fed in a GOV?

- Governmentwide regulations are silent. But, your agency may have a policy
- Contact your agency fleet manager and/or General Counsel for internal agency guidance
- Federal Tort Claims Act covers Federal employees in scope of employment
- Who would be liable if something happened?
- Is a Federal employee being displaced? In other words, is it costing taxpayers?
- Again, perception. How does it look?

# Can a contractor drive a GOV?

- **Applicable regulations:**
  - **41 CFR 102-34.21**
  - **FAR 51.2- Contractor Use of GSA Fleet Vehicles**
  - **41 CFR 101-39.202 Contractor Authorized Services**
- **Considerations:**
  - **Has the contracting officer authorized use of GOV's?**
  - **Does the contractor have liability insurance?**
  - **Do drivers have state driver's license for applicable vehicle type?**

# Who pays for tolls?

Federal agencies are required to pay tolls

- Reimbursable expense
- Agencies may set up accounts with "EZ Pass" or similar
- **Tolls are not included in GSA Fleet lease rates**
- Tolls may not be paid with GSA Fleet fuel card
- GSA Smartpay Office is neutral on which type of card your agency decides to use to pay for tolls.

# Can I use the express or hot lane in a GOV?

- Drivers do have to pay for any tolls incurred while driving a GOV
- GSA does not regulate local travel
- Agency decision
  - Mission essential
  - Saves government time and money
  - Not for the convenience of the employee
- Agency policy also dictates whether use the purchase, travel or fleet card- GSA Smartpay neutral
- Home to Work Transportation- proximity of work location to home and cost analysis

# Who pays for the tickets?

- **Employees are personally responsible for tickets/fines**
- **NOT a reimbursable expense**
- **Appropriated funds may not be used**
- **Tickets mailed to agency must be delivered to employee**
- **If parking or moving violation occurred while in performance of your duty, ask your General Counsel's office for assistance**

# What is the policy on cell phone use in a GOV?

- **EO 13513 prohibits:**
  - **texting while driving a GOV**
  - **texting in a POV if using government furnished equipment**
- **FMR Bulletin B2 advises agencies to develop an internal policy**
- **Many agencies have more restrictive policies on using devices while driving a GOV**
- **Federal employees must obey all State and local laws and ordinances while driving a GOV**

# Can I carry a personal firearm in a GOV?

- **18 U.S. Code Chapter 44 - FIREARMS**
  - **Defines the terms**
  - **Possession of firearms and dangerous weapons in Federal facilities**
- **Agency Decision**
- **Must obey all State and local laws**

# Can I have a copy of the VAM Study Questionnaire?

- **FMR Bulletin B43, Vehicle Allocation Methodology for Agency Fleets**  
[https://www.gsa.gov/cdnstatic/FMR\\_Bulletin\\_B-43.pdf](https://www.gsa.gov/cdnstatic/FMR_Bulletin_B-43.pdf)
- **Sample VAM Survey Questions Document- send email to [vehicle.policy@gsa.gov](mailto:vehicle.policy@gsa.gov) for a copy!**

# What about localities that have legalized marijuana?

- **Agency policy**
- **Must take into consideration that marijuana is still a Schedule I controlled substance under the Controlled Substance Act**

# Is the use of E-Cigarettes allowed in GOVs?

FDA published its final rule on Electronic Nicotine Delivery Systems (ENDS) which defines them as **tobacco products** in 2016.

The use of electronic alternatives that produce nicotine or other vapors is also **prohibited** in federally owned or leased buildings.

GSA Fleet prohibits the use of tobacco products in leased vehicles.

FMR Bulletin B3, Use of Tobacco Products in U.S. Government Vehicles, advises agencies to write internal guidance

# Can I transport an animal in a GOV?

**GSA does not regulate specific uses of vehicles or agency employees.**

**Your agency determines official and incidental use. Federal Tort Claims Act protects Federal employees when acting within the scope of employment to accomplish agency's mission.**

**Drivers of GOVs are required to abide by state and local laws.**

**Modifications to GSA Fleet vehicle required to secure animal must be submitted in advance to the local GSA FSR.**

**Procurement and costs for the acquisition, installation, maintenance and removal of any installed equipment are the responsibility of the agency.**

**Any costs or financial losses GSA Fleet incurs due to the animal or the modification of the vehicle are the responsibility of the agency and will be charged back.**

# What about ELDs? Electronic Logging Devices

Federally owned and operated vehicles are not subject to the Federal Motor Carrier Safety Regulations (49 CFR 390-399)

Exempt from medical requirements and hours of service requirements

Not considered “in commerce” as governmentally owned and operated vehicles and drivers.

If you have a contractor operating a government vehicle, they *are* subject to the Federal Motor Carrier Safety Regulations.

Note- The CDL and Drug and Alcohol Regs (49 CFR 382 and 383) would apply if Federal driver is operating certain size vehicle.

For more information, contact FMCSA- [Bill.Mahorney@dot.gov](mailto:Bill.Mahorney@dot.gov)

# Help! My personal belongings were stolen from my GOV!

- 31 U.S.C. § 3701 and 3721 has you covered!
- Each agency should have internal procedures to implement these regulations for loss of and damage to personal property occurring incident to service.
- GSA employees use GSA Form 2116

EMPLOYEE CLAIM FOR LOSS OF OR DAMAGE TO PERSONAL PROPERTY				
<small>NOTE: Complete and submit this form, along with supporting documents, to the Regional Counsel's office for claims in excess of \$2,500.</small> <small>PRIVACY ACT INFORMATION: Solicitation of the information is authorized by the Federal Military Personnel and Civilian Claims Act of 1964, 31 U.S.C. § 3701, et seq. as amended. Disclosure of this information by you is voluntary. The information will be used for filing a claim for loss of or damage to employee personal property. This information will be transferred to appropriate Federal, State, local, or foreign agencies, when relevant to civil, criminal or regulatory investigations or prosecutions, or pursuant to a request by GSA or such other agency in connection with the hiring or retention of an employee, the issuance of a security clearance, the investigation of an employee, the setting of a contract, or the issuance of a license, grant, or other benefit. Failure to furnish this information will delay or prevent processing of your claim.</small>				
1. NAME OF CLAIMANT		2A. AREA CODE	2B. PHONE NO.	2C. EXT.
3. DATE OF LOSS OR DAMAGE		5. SERVICE OR STAFF OFFICE		
4A. STREET ADDRESS		4B. CITY	4C. STATE	4D. ZIP CODE
6. DIVISION OR BRANCH		8. TOTAL AMOUNT OF CLAIM		
9. DESCRIPTION OF PROPERTY (Use additional sheet, if necessary)				
ITEMIZED LISTING (A)	DATE ACQUIRED (B)	PURCHASE PRICE OR VALUE WHEN ACQUIRED (C)	VALUE WHEN LOST OR DAMAGED (D)	ESTIMATED REPAIR OR REPLACEMENT COST (E)
10. TYPE OF CLAIM				
<input type="checkbox"/> A. LOSS <input type="checkbox"/> B. DAMAGE				
6. BRIEF STATEMENT OF CIRCUMSTANCES				

# Does my GOV need a State safety and emissions inspection?

- **Congress waived the Federal government's sovereign immunity in the Clean Air Act, which is why GOVs with government plates are required to comply with emissions inspections and other state-imposed environmental requirements.**
- **No waiver for safety inspections.**
- **But, if you are using a State license plate on the vehicle, the government is subject to all the safety and emissions inspection requirements.**

# Special parking requirements for GOVs?

**41 CFR 102-34.230-How am I responsible for protecting Government motor vehicles?**

**Park or store the Government motor vehicle in a manner that reasonably protects it from theft or damage; and lock the unattended Government motor vehicle.**

**41 CFR 102-34.240-Who pays for parking fees? You must pay parking fees while operating a Government motor vehicle. However, you can expect to be reimbursed for parking fees incurred while performing official duties.**

**41 CFR 102-34.245-Who pays for parking fines? If you are fined for a parking violation while operating a Government motor vehicle, you are responsible for paying the fine and will not be reimbursed.**

# Parking and GOVs

## 41 CFR 102-74-Facility Management

Who must provide for the regulation and policing of parking facilities?

Are vehicles required to display parking permits in parking facilities?

May Federal agencies authorize lessors or parking management contractors to manage, regulate and police parking facilities?

How must Federal agencies assign priority to parking spaces in controlled areas?

May Federal agencies allow employees to use parking spaces not required for official needs?

Who determines the number of employee parking spaces for each facility?

How must space available for employee parking be allocated among occupant agencies?

How must Federal agencies assign available parking spaces to their employees?

What measures must Federal agencies take to improve the utilization of parking facilities?

# What about insurance?

- **Long standing policy of the Government to self-insure its own risk of loss.**
- **Federal Torts Claims Acts protects Federal employees from personal liability while acting within the scope of their employee to accomplish their agencies mission.**
- **Yes, you may be personally liable for an accident if you are found to be operating the vehicle outside the scope of your employment!**
- **All Tort claims are automatically transferred to the Justice Department. Don't assume your agency has you covered.**

# Can I dispose of a vehicle with an open recall?

Contact your Sales Center for information on reporting vehicles for disposal with an open recall

**GSA's Office of Personal Property currently accepts such vehicles**

- **Owning agency notes in the item description any information available about a recall, whether it is open without a remedy available, resolved, or pending repair status.**
- **Only if the vehicle has a STOP DRIVE designation would GSA return it to your agency for other disposition or until the repair is made.**
- **Each vehicle is "double-checked" by VIN after it is reported to GSA, but before it is offered for sale to the general public.**

**Providing notice allows GSA the opportunity to be transparent with potential buyers because GSA can require a signed acknowledgement that all have been made aware that a recall exists.**

# Can I Use Valet Parking Services? Agency Decision

## 41 CFR 102-34 Motor Vehicle Management

- (a) Park or store the Government motor vehicle in a manner that reasonably protects it from theft or damage; and
- (b) Lock the unattended Government motor vehicle.

There are some establishments where you have no choice but to use valet parking. There isn't anything in the regulations that prohibit the use of valet parking but it's an agency by agency decision. Some agencies may instruct drivers not to use valet services because it's an perception issue.

# Home to Work Transportation (HTW) Virtual Workers & Telework

- Oh so complicated...
- Each agency handles virtual workers a little differently with regards to home to work transportation.
- Contact your agency's **General Counsel's** office for assistance on this issue.
- Option to park at an alternate location such as the local Post Office or nearby Federal facility.
- HTW, Virtual Workers and EVs- oh my! Stay tuned!

# Do I need a Government license to drive a GOV?

- **OF 346, US Government Motor Vehicle Identification Card**
- **DOD is the sponsor of the form governmentwide**
- **<https://www.gsa.gov/forms-library/us-government-motor-vehicle-operators-identification-card>**
- **Agency Decision**

**OF 346**  
REV. 02/2020

**U.S. Government Motor Vehicle Operator's Identification Card**

Name of Operator (Not transferable): \_\_\_\_\_ Card Number: \_\_\_\_\_

Signature of Operator (Not valid until signed): \_\_\_\_\_

Name and Title of Issuing Official: \_\_\_\_\_

Signature of Issuing Official: \_\_\_\_\_ Date Expires: \_\_\_\_\_

Date Issued: \_\_\_\_\_ Name and Location of Issuing Unit: \_\_\_\_\_

Restrictions: \_\_\_\_\_

Type of Vehicle and/or Equipment	QUALIFIED TO OPERATE		Qualifying Official
	Capacity		

OTHER RECORDS (Optional)

The holder of this card is qualified to operate U.S. Government vehicles and/or equipment specified, subject to the restrictions set forth above. Valid state license required for civilian operators when operating vehicle off installation.

# How do I join the Federal Fleet Policy Council (FEDFLEET?)

Email [vehicle.policy@gsa.gov](mailto:vehicle.policy@gsa.gov)

Enroll at this website:

<https://www.gsa.gov/policy-regulations/policy/vehicle-management-policy/federal-fleet-policy-council-fedfleet>

Next meeting is April 26, 2023!

# Where can I get help with FAST?

**FAST Help page full of information!**

**<https://fastweb.inl.gov/help/>**

**List of Underlying Requirements for FAST Reporting- Why am I having to collect all this data for each vehicle?**

**Frequently Asked Questions (FAQs) including a list of vehicles not reportable in FAST**

**Glossary of Terms such as:**

**Light-duty (LD) vehicle**

**A vehicle weighing 8,500 pounds GVWR or less, general purpose vehicles certified for use on all public roads and highways.**

**Medium-duty (MD) vehicle**

**A vehicle between 8,500 and 16,000 pounds GVWR, certified for use on all public roads and highways.**

**Heavy-duty (HD) vehicle**

**A vehicle weighing more than 16,000 pounds GVWR certified for use on all public roads and highways.**

**FAST Program Points of Contact**

# What's the difference between FEDFLEET and FedFleet?

**FEDFLEET is the Federal Fleet Policy Council that has been around since 1996!**

**FedFleet is the annual training event for super cool federal fleet managers that was first held in Scottsdale, AZ in 1998!**

# Agency Policy Examples

## Agency Policy Statement: CONTRACTOR USE OF GOVERNMENT AND PRIVATELY- OWNED VEHICLES

Contractors are required to follow the policies and procedures stated in PS 5401 Use of Agency Vehicles and PS 5205 Employee Use of Privately-Owned Vehicles except for the areas stated below:

### A. USE OF GOVERNMENT-OWNED VEHICLES (GOVs)

#### 1. Approval

Contractors may use a GOV for local and out-of-town travel if such use is allowed in their contract. Contractors must have specific authorization for the use of a GOV *prior to each instance of using the vehicle*.

Contractors must receive approval from their COTR to use GOVs *and* must restrict their use for official purposes only; namely, in performance of the contract duties. All contractors are required to read or be issued a copy of this Policy Statement and PS 5401. Contractors are required to sign a statement acknowledging receipt (see Appendix F) of said policies. Contractors are forbidden from allowing other persons to operate GOVs. The following steps shall be followed in seeking authorization:

- a. Complete a "Contractor Request for Use of Government Vehicle" form and submit it to the appropriate COTR for signature. The form is available from the COTR or the CSOSA Intranet;
- b. Indicate on the request form the purpose and each destination for which the government vehicle will be used;
- c. When possible the COTR must submit the form to the appropriate Site Coordinator 24 to 48 hours in advance of need;
- d. For out-of-town travel only, the contractor must request and receive an approved Agency Travel Authorization, prior to travel;
- e. The contractor should maintain a copy of the vehicle request form at all times while operating an Agency vehicle; and
- f. Upon return of the vehicle, complete the section of the form relating to mileage and fuel, and submit it to Fleet Coordinator.

# Agency Policy Examples

## DEPARTMENT OF THE INTERIOR MOTOR VEHICLE MANAGEMENT HANDBOOK

March 2020



### DEPARTMENT OF THE INTERIOR MOTOR VEHICLE MANAGEMENT HANDBOOK

#### FOREWORD

This Departmental Fleet Management Handbook provides uniform guidelines for the acquisition, management, maintenance and disposal of owned, commercially-leased, and General Services Administration (GSA)-provided vehicles by bureaus and offices of the Department of the Interior. The Handbook is a supplement to 412 Departmental Manual "Motor Vehicle Management." The Handbook implements laws and regulations mandated by Congress, Executive Order, the Office of Management and Budget, and internal Departmental policy and procedures.

This customer-oriented Handbook provides guidance on additional fleet management matters as recommended by Departmental bureaus and offices and provides clarification on GSA policies and requirements for Interior-owned, commercially-leased and GSA-provided vehicles. It also provides guidance on additional fleet management matters as recommended by laws, regulations, statutes, executive orders, Departmental and bureau policies, and other Federal agencies which establish fleet and transportation management policies.

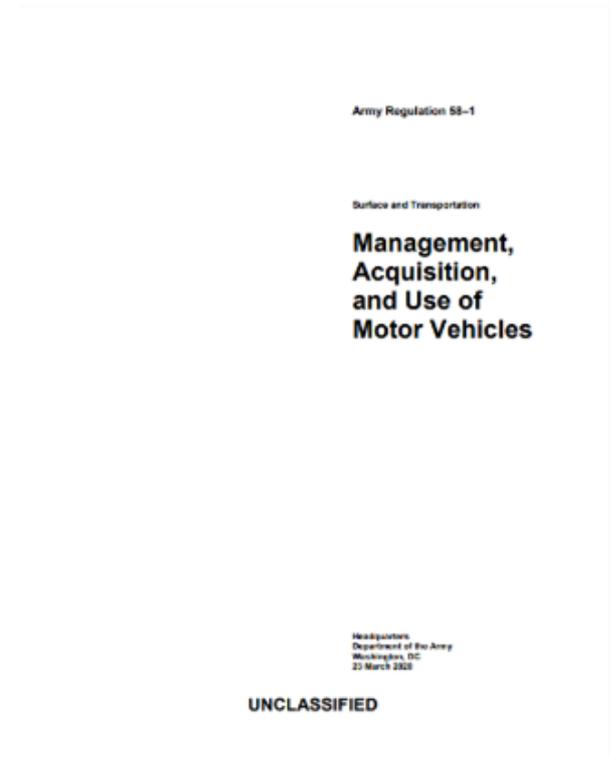
Questions regarding the content of the Handbook may be directed to the Office of Acquisition and Property Management (PAM), or to the Departmental Fleet Manager. The handbook will be updated through releases when appropriate. For additional copies, please contact the Office of Acquisition and Property Management, 1849 C Street, NW MS-2607, Washington, DC 20240. The Handbook is also available on the PAM web-site at: [www.doi.gov/pam](http://www.doi.gov/pam).

Office of Acquisition and  
Property Management

# Agency Policy Examples

## Army Regulation 58-1

### Surface and Transportation Management, Acquisition, and Use of Motor Vehicles



# Agency Policy Examples

## HHS Website with helpful contacts and links.

The screenshot shows a web page from the HHS website. At the top, there is a navigation bar with links for "About HHS", "Programs & Services", "Grants & Contracts", and "Laws & Regulations". Below this is a breadcrumb trail: "Home > About > Agencies > ASA > Program Support Center (PSC) > Transportation Services > Fleet and Executive Motor Pool".

On the left side, there is a sidebar menu with the following items:

- Assistant Secretary for Administration (ASA)
- HHS COVID-19 Workplace Safety Plan
- About ASA
- EEO, Diversity & Inclusion (+)
- Office of Organizational Management (OOM) (+)
- Office of Human Resources (OHR) (+)
- Office of the Chief Information Officer (OCIO) (+)
- Program Support Center (PSC) (-)
  - Accounting
  - Acquisition Management Services
  - Board for Correction
  - Building Operations
  - Debt Collection
  - Federal Real Property Assistance Program (FRPAP)
  - FedResponse Contact Center

On the right side, the main content area is titled "Fleet and Executive Motor Pool". It includes a sub-header "Fleet and Executive Motor Pool" and a paragraph of text: "PSC maintains a centralized fleet of government vehicles and driver services, as well as offering a variety of other travel and transportation related services ranging from Fleet travel policy development, sustainable Fleet planning and vehicle lease management. Fleet Management Resources provide on one-stop resource for fleet managers. Services offered include."

Below the text is a list of services:

- Fleet operations
- Fleet/EMP policy development
- Executive drivers
- Vehicle leasing
  - Lease management
  - Maintenance scheduling
  - Reporting
  - Contracting and acquisitions
- Fleet records management
- [Fleet charge card](#) management and payment

At the bottom of the main content area, there is a "Toolkit" section with the text: "Access to [self-service toolkits](#) and job aids, which include information, guidance, and FAQs related to PSC Transportation Services."

At the top right of the page, there are utility links: "Text Resize: AAA", "Print", and "Share" with social media icons for Facebook, Twitter, and Email.

# GSA Customer Leasing Guide

## If you lease from GSA Fleet, please read through this guide!

agency vehicle or the vehicle, respectively, agencies may wish to credit back or pay bills directly through [Pay.gov](#). Please include the Statement Number in the Statement or Claim Number field and be advised a \$24,999.99 daily limit applies. If you have questions regarding your account, please contact [KC-Accts-Receiveable\\_Finance@gsa.gov](mailto:KC-Accts-Receiveable_Finance@gsa.gov) or (816) 926-7037.

### Unexpected Costs

#### Agency Incurred Expenses (AIEs)

GSA Fleet strives to have well maintained and safe vehicles in its fleet to protect federal drivers and other motorists, while ensuring that customer agencies can continuously execute on their missions. Historically, some customers have not properly maintained their GSA leased vehicles. If GSA did not hold that specific agency responsible for neglect of the leased vehicle, it would unfairly spread the associated repair costs across the fleet and onto other agencies that are diligently maintaining their vehicles. Accordingly, GSA does issue AIEs to protect customers who are diligently maintaining their vehicles from costs associated with neglect elsewhere in the Fleet.

This section details the most common situations in which an AIE may be issued, and does not cover every aspect of the vehicle or every situation involving the vehicle that may arise. Again, it is not intended to be all inclusive. GSA Fleet retains the right to issue an AIE for any expenses not covered by its rates, as well as any abuse, neglect, or other damages which result in diminished vehicle value upon resale.

AIEs are charged by GSA to the leasing customer for items not covered under GSA's lease rates. AIEs will appear as a separate line item on your monthly statement and are typically associated with the specific vehicle license plate number and a brief description of the reason for the charge. Your FSR may also send a copy of the AIE via email at the time that they process the AIE. For detailed information or further discussion about an AIE, please contact your FSR directly.

# Contacts

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**You've Got Motor Vehicle Policy Questions?  
We've Got Answers**

**[vehicle.policy@gsa.gov](mailto:vehicle.policy@gsa.gov)**

**[www.gsa.gov/vehiclepolicy](http://www.gsa.gov/vehiclepolicy)**