

North Dakota

# State Fleet Services Policy Manual

Prepared by

**NORTH DAKOTA DEPARTMENT OF TRANSPORTATION**

BISMARCK, NORTH DAKOTA

[www.nd.gov/dot](http://www.nd.gov/dot)

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**STATE FLEET SERVICES**

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<http://www.state.nd.us/dot/fleet.html>

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TO: All State Agencies and Institutions

The mission of North Dakota Department of Transportation is providing a transportation system that safely moves people and goods. In keeping with this, the mission of State Fleet Services is to provide high-quality motor vehicle transportation to state agencies and institutions at the lowest possible cost.

Customer service is the focus of everything we do. We strive to maintain mutually beneficial relationships with our customers and other business associates, continually improving our service.

I hope this State Fleet Services Policy Manual will enable all of our customers to travel safely and better serve the people of North Dakota.

Thank you for your cooperation.

Sincerely,

A handwritten signature in black ink, reading "David A. Sprynczynatyk". The signature is written in a cursive style with a large, stylized initial "D".

David A. Sprynczynatyk, P.E.  
Director  
North Dakota Department of Transportation

## ***Mission***

***The mission of State Fleet Services is to provide high quality motor vehicle transportation to state agencies/institutions.***

## ***Values***

*How we accomplish our mission is as important as the mission itself. These basic values are fundamental to Fleet Services' success.*

### ***People***

*People are our strength. They provide intelligence and vitality, and determine our reputation. Involvement and teamwork are our core human values.*

### ***Services***

*Our services are the end results of our efforts, and we owe our customers the finest service possible. As our services are viewed, so are we viewed.*

### ***Cost efficiency***

*Providing quality motor vehicles at the lowest cost possible is crucial. Cost efficiency is essential for the citizens of our state.*

## ***Guiding Principles***

***Customer service*** is the focus of everything we do.

***Customers are our partners.*** We maintain mutually beneficial relationships with our customers and other business associates.

***Employee involvement*** is a way of life. We are a team. We treat each other with trust and respect.

***Integrity is never compromised.*** The conduct with our customers must be responsible and command respect. Integrity cannot be compromised for any reason.

***Quality comes first.*** To achieve customer satisfaction, the quality of our services is our number one priority.

***Continuous improvement*** is essential to our success. We strive for excellence in our human relations, services, and cost effectiveness.

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## **Introduction**

All State Fleet Services users should familiarize themselves with the policy and procedures outlined in this policy manual. This policy manual, along with additional information, printable forms, and division personnel is listed on our website. You may also contact a State Fleet representative at the following:

State Fleet Services  
608 East Boulevard Avenue  
Bismarck, ND 58505-0700

Phone: 1-701-328-1434  
Fax: 1-701-328-2514  
<http://www.state.nd.us/dot/fleet.html>

# STATE FLEET SERVICES

## State Law

### **24-02-03.3. Central management system for all state-owned licensed motor vehicles.**

1. The director shall establish within the department a central vehicle management system to regulate the operation, maintenance, and management of all motor vehicles owned or leased by the state subject to registration under chapters 39-04 and 39-05. Upon the request of a state agency and an agreement between the agency/institution and director for the use of the motor vehicle-related equipment, the director may purchase or lease motor vehicle-related equipment and include that equipment within the system. The director shall provide a uniform method of documenting the use and cost of operation of motor vehicles and motor vehicle-related equipment in the system. The director shall advise the director of the office of management and budget as to the need to acquire or dispose of system motor vehicles. The specifications for highway patrol vehicles to be acquired may be set by the highway patrol superintendent. Every state agency/institution, institution, department, board, bureau, and commission, unless exempted by the director, must use the system. However, an agency/institution, institution, department, board, bureau, or commission may authorize the use of an employee's personal motor vehicle pursuant to subsection 4 of section 54-06-09.
2. The director may enter into an agreement with a state employee who has a disability requiring a specially-equipped vehicle to pay a mileage rate greater than the rate established in section 54-06-09 for the employee's use of the employee's specially-equipped motor vehicle while conducting state business. The rate must be based on the rate provided in section 54-06-09, increased by the actual cost per mile caused by the special equipment, and may not exceed the cost associated with the special equipment expressed as the new value plus the depreciated fair market value in eight years divided by two, divided by twenty thousand miles.
3. Each entity required to use the system shall submit records of the operation of each vehicle as directed by the director.

## General Policy

State Fleet Services has a very large monetary investment in licensed motor vehicles. State agency/institution use is important to maintain a low-cost, viable fleet. Low costs depend on high use. State agencies/institutions are encouraged to use fleet vehicles rather than personally-owned vehicles. This should result in the lowest state transportation costs per mile/hour possible for the citizens of the state.

## General Regulations for Operators

**Definition:** Only state employees and individual approved students are defined as “operators” under the following. Vehicles are defined as all licensed motor vehicles owned and leased by the state subject to registration under Chapters 39-04 and 39-05 NDCC.

All operators of State Fleet Services vehicles must adhere to the following regulations:

1. **Operators must possess a valid driver’s license** to operate state vehicles. If residency has been established in an adjoining state, that state’s driver’s license is valid. If an employee has an out-of-state license and becomes a resident of North Dakota, he or she has 60 days under Section 39-06-02 NDCC to get a valid North Dakota driver’s license. The license must be in the possession of the driver at all times when operating a state vehicle, and be of the appropriate class governing the vehicle being operated.
2. **Only state employees may operate a state vehicle.** Agencies/institutions may request approval for other operators under special state programs. Contact State Fleet Services for variances. Our website address is: [www.state.nd.us/dot/fleet.html](http://www.state.nd.us/dot/fleet.html).
3. **Operators must obey and comply with all traffic laws** and regulations governing the operation of motor vehicles. Copies of all law enforcement traffic citations will be forwarded to each agency/institution for the appropriate disposition. Operators under the influence of alcohol or drugs are prohibited from operating state vehicles. Operators convicted of driving a state vehicle while under the influence of alcohol or drugs may not drive a state vehicle during the time they are required to file proof of financial responsibility (SR-22).
4. **Operators must pay, without reimbursement** and as soon as possible, all illegal parking fees and traffic fines. State Fleet Services will notify agency/institution directors of traffic violations. The agency/institution must respond in writing to describe the disciplinary action taken to improve the operator’s driving behavior.
5. **Operators must immediately report all accidents** involving state vehicles. Accidents must be reported to the driver’s agency/institution director, who in turn must notify State Fleet Services, Bismarck. Additionally, the driver **must** complete the Risk Management Fund Motor Vehicle Accident Report (SFN 51301). See ACCIDENTS page 17. All accident reports must be sent within two days of the accident to State Fleet Services.
6. **Operators must use state vehicles only for conducting state business** and not for personal use. Vehicles should not be taken to personal residences for overnight parking.

**REQUEST FOR COMMUTING**

North Dakota Department of Transportation, State Fleet Services  
SFN 19525 (Rev. 03-2000)

Commuting to and from work with a state motor vehicle is not allowed unless responsibilities requiring 24-hour response to emergencies exist for individual drivers. A request in writing by agencies for each vehicle and approved by State Fleet Services is required.

State Agency
State Vehicle Unit Number(s) _____ _____ _____
Duties and Responsibilities of Agency Requiring Vehicles to be used for Commuting _____ _____ _____
Define Justification for Commuting by Vehicles(s) _____ _____ _____
_____ Signature Date

STATE FLEET SERVICES USE ONLY:

APPROVED <input type="checkbox"/> DISAPPROVED <input type="checkbox"/> REASON _____ _____ _____ _____
_____ Signature Date



Commuting is defined as a state employee driving a state vehicle to and from his or her residence and place of employment. This practice is considered using a state vehicle for personal use, which is a violation of state law. State agencies/institutions with responsibilities requiring 24-hour response to emergencies may commute upon written request and approval by State Fleet Services. (See SFN 19525, page 3.)

7. **Operators may not transport their spouses, children, animals, or hitchhikers** in state vehicles. Drivers may permit other than state employees to be passengers in state vehicles only if it is necessary to conduct state business.
8. **All occupants must wear properly fastened safety belts** whenever they travel in state vehicles. The operator must verify compliance and remind all passengers of the required seat belt policy.
9. **Vehicles with wheelchair securement devices:** The state may be liable if wheelchair securement devices are not used according to ADA regulations. All State Fleet vehicles using wheelchair securement devices will include a minimum of a three-point attachment. It is the driver's responsibility to make sure that all securement devices are secured to the frame of the wheelchair and along the adjustment bar before starting the vehicle.
10. **Smoking is prohibited in all State Fleet vehicles.**
11. **All vehicles assigned on a daily basis from the daily pool** must be returned to the parking lot at the end of the day unless other arrangements are made ahead of time.
12. **Agencies/institutions with monthly assigned vehicles** have the responsibility of maintaining their assigned vehicles. This includes daily vehicle checks, changing a vehicle's flat tire, and insuring that the PM services are performed. A current outline of the mandatory PM schedule can be found on the State Fleet Services website, <http://www.state.nd.us/dot/fleet.html>. Daily vehicle checks include checking fluid levels and visually checking for tire condition, body damage, fluid leaks, etc. In addition, the vehicle is to be maintained for cleanliness, both interior and exterior. Vehicle car wash tickets can be obtained from the dispatch locations and the NDDOT district shops during working hours.
13. **State Fleet Services will service all equipment which is original** and furnished by the manufacturer in a new vehicle. The transfer of special state-owned equipment such as two-way radios, CBs, police light bars, sirens, toppers, etc., is Fleet Services' responsibility. However, the initial installation of new equipment into vehicles already in service is the user's responsibility. Servicing of the above will not be at Fleet Services' expense except for minor electrical problems.
14. **Drivers may not place bumper stickers** or unauthorized equipment in or on state vehicles. This includes private equipment such as antennas,

radios, tape players, speakers, etc. Radar-detecting devices are not allowed in state vehicles.

15. **Extra items or accessories that are not furnished** by the manufacturer as original equipment will not be purchased. These include seat covers, mud flaps, AM/FM radio, cruise control, running boards, etc. Exceptions to this rule must be approved by State Fleet Services prior to purchase and installation.
16. **Truck operators must replace wiper blades, light bulbs and lenses,** and other miscellaneous items. Other minor repairs and adjustments will also be done by the operator, subject to ability, tools, and knowledge.
17. **State Fleet Services will furnish a shovel,** an electrical cord, and a scraper for all daily pool vehicles in the winter months. Other winter survival gear may be provided by the user agency/institution.
18. **All agencies/institutions with monthly assignments** may provide their own equipment (list in #17) at their own expense.
19. **State Fleet cars will be plugged in at all daily motor pools** in below-zero temperatures. The user will then be responsible for using and retaining the extension cord after picking up the vehicle. When using the block heater overnight, place the front tire on the cord when plugging in to prevent theft.

Each agency/institution is responsible for the actions of its authorized drivers and must institute proper disciplinary actions for violating the regulations. Additionally, each agency/institution must reimburse State Fleet Services for:

1. The cost of repairs for damages resulting from an employee's gross negligent driving or misuse.
2. The cost of repairs for damages resulting from other than normal over-the-road operations.
3. The towing costs resulting from vehicles being driven into swampy or rugged terrain, unless driving there is necessary to carry out the agency's/institution's duties and responsibilities.

State Fleet Services will notify agency/institution directors of all violations.

### **Daily Motor Pool Transportation Requests**

State agency/institution personnel requiring the use of a state vehicle should call the dispatcher's office with as much advance notice as possible, at one of the eight daily motor pools throughout the state.

Reservation information needed is the business unit (formerly department number), reservation date, pick-up time, return date, name of agency/institution user, phone number, department ID, (formerly cost center), destination, and number of persons traveling.

The State Fleet Services Daily Motor Pool in Bismarck is located on the north side of the capitol maintenance shop, directly north of the state capitol. The hours of operation are from 7:30 a.m. to 12:00 noon and 12:30 p.m. to 4:00 p.m., Monday through Friday, except holidays. Telephone 328-4126.

State Fleet Services also has daily motor pools located at: (See maps pages 24 - 37.)

NDDOT Valley City  
1524 Eighth Avenue S.W.  
Telephone: 701-845-8802

NDDOT Devils Lake  
316 Sixth Street South  
Telephone: 701-665-5100

Minot State University  
500 University Avenue West  
Telephone: 701-858-3210

NDDOT Dickinson  
1700 Third Avenue West  
Telephone: 701-227-6525

University of ND Grand Forks  
UND Transportation Bldg.  
Corner of Tulane and Campus Rd.  
UND Campus  
Telephone: 701-777-4122

NDDOT Williston  
605 Dakota Parkway West  
Telephone: 701-774-2721

ND State University Fargo  
Thorson Mtce. Center, Bolley Drive  
NDSU Campus  
Telephone: 701-231-9619

State vehicles may be used for out-of-state travel at the agency/institution director's discretion. The state vehicle credit card is valid at most major fuel retailers in the United States, but before filling the unit drivers should verify that the credit card will be accepted. Check with State Fleet Services, or your agency/institution contact for Canada travel.

Fleet Services dispatchers will determine the availability of vehicles for a particular day. If vehicles are available, short trips will be granted. Personal transportation should be used if no vehicles are available.

### **Check-Out Procedure**

The agency/institution user comes to the motor pool dispatch office and is given a vehicle, a set of keys, and a packet containing a vehicle credit card and the State Fleet Services equipment use SFN 2186—a two-part form with the following information (see pages 7 and 8):

- The unit number of the vehicle.
- Beginning odometer reading.
- Their business unit (formerly department number).

**STATE FLEET SERVICES EQUIPMENT USE**  
 North Dakota Department of Transportation, Financial Management  
 SFN 2186 (Rev. 10-2004)

Ref. Doc. No. \_\_\_\_\_  
 Month \_\_\_\_\_ Year \_\_\_\_\_  
 Vehicle Number: \_\_\_\_\_

Department Name: \_\_\_\_\_

DAY	BUS. UNIT	DRIVER	BEGINNING OD/HM	ENDING OD/HM	DEPT. ID	OPTIONAL USER AGENCY INFORMATION	
						PROJECT ID	ACT. ID

SFN 2186a

7

**DRIVER PLEASE NOTE:**

- 1. Copies of all credit card purchases and purchase orders used must be turned in to the dispatcher when vehicle is returned.
- 2. Record repair work you think this vehicle needs on back side of this form.

Passengers \_\_\_\_\_

I certify the above to be correct and recommend payment.

**DISTRIBUTION:**

**White:** State Fleet Services  
**Yellow:** User Agency

\_\_\_\_\_  
 Driver//Department Authorized Signature      Date

**STATE FLEET SERVICES EQUIPMENT USE**  
 North Dakota Department of Transportation, Financial Management  
 SFN 2186 (Rev. 10-2004)

Reference Document No. <b>M9</b>		
Department Name	Business Unit	Month Year

DAY	VEH. NO.	DRIVER	BEGINNING OD/HM	ENDING OD/HM	DEPT. ID	OPTIONAL USER AGENCY INFORMATION			
						Project ID	Act ID	Resource	
								Type	Cat.

SFN 2186b

8

**DRIVER PLEASE NOTE:**

- Copies of all credit card purchases and purchase orders used must be turned in to the dispatcher when vehicle is returned.
- Record repair work you think this vehicle needs on back side of this form.

**DISTRIBUTION:**

- White:**  
State Fleet Services
- Yellow:**  
User Agency

I certify the above to be correct and recommend payment.

\_\_\_\_\_  
 Driver//Department Authorized Signature      Date

- Their specific department ID (formerly cost center).
- Their charge to/project I.D. (Code the appropriate charge.)

The form must be signed and dated before the vehicle is released to the user.

## Check-In Procedure

Upon returning the vehicle to the daily motor pool, the user will record the ending mileage on SFN 2186. If the odometer fails, estimated mileage must be recorded. The user is also responsible for refueling, taking out personal refuse, and vacuuming if necessary.

If a vehicle is returned when the dispatcher's office is unattended, put the SFN 2186, keys, and credit card into the packet and place in the night drop box. **The driver must keep the canary copy of SFN 2186 for agency/institution use.**

## Rideshare

State Fleet Services encourages all state agencies/institutions to participate in the Rideshare program. The main advantage to rideshare is reduced transportation costs. Daily pool vehicle costs are billed at a percentage of the total cost to the agency/institution in proportion to the number of occupants. For example, if two people from two different agencies/institutions used rideshare, the billing is 50 percent of the total cost to each agency/institution.

A special effort should be made to share with other agencies/institutions when several agencies/institutions are attending the same meeting or seminar. We should try to keep the total number of vehicles to a minimum by using 7 to 15-passenger vans.

For further information in regards to the Rideshare program, please contact the Motor Pool office in the location that you are wishing to Rideshare from or you may contact the State Fleet Motor Pool office in Bismarck. See page 23 for addresses and phone numbers.

## Use of Fleet Vehicles

State Fleet Services will annually monitor the use of all agency/institution monthly assignments. Fleet Services will pay particular attention to vehicles traveling under 10,000 miles per year. Daily use and location may justify a monthly assignment. The use of personal vehicles for transportation may be the most cost-effective method. Usually reassignment and combining work activities can reduce the number of under-used fleet vehicles.

Vehicles not driven many miles are expensive to operate. Vehicle used for building and grounds maintenance and mail or delivery services are examples

of low-use vehicles. Other vehicles that are not used extensively are fire trucks, personnel lifts, drill rigs, and mapping units.

## **Monthly Assignments**

Definition: Motor Vehicles assigned to agency/institution for at least one month are monthly assignment.

Agency/institution with monthly assigned motor vehicles are responsible for their care and daily servicing. This includes daily interior cleaning, refilling all fluids, checking oil and fluid levels, time to take vehicles to garages, etc. See General Regulations for Operators, number 12, page 4.

The costs associated with preventive maintenance and all other repairs are to be entered on the applicable credit card or purchase order.

The billing mile/hour begins with the delivery point for a new vehicle. When a vehicle is to be sold, the using agency/institution must pay for the miles/hours to the sale location. When a vehicle is transferred between agencies/institutions, the miles are charged to the receiving agency/institution. Long distances will be evaluated for special variances. Broken odometer or hour meters on State Fleet vehicles must be repaired immediately.

During the last week of every month, agencies/institutions that are assigned monthly vehicles are given SFN 2185, "North Dakota Department of Transportation State Fleet Services Monthly Vehicle Report." An authorized representative of the agency/institution must complete and submit the form to State Fleet Services office by the fourth working day of the following month. All vehicles must have an ending mile entered on the form each month. If no usage for the month, enter the starting mileage as the ending miles. Agencies/institutions may also enter this information electronically. When a monthly assignment is driven by or shared by more than one agency/institution, complete SFN 2186b (see page 8). Each user must list the beginning and ending mileage of each use and send the completed form to State Fleet along with SFN 2185 (Monthly Vehicle Report) or enter the information electronically.

When a monthly assignment is driven by or shared by more than one agency/institution, complete SFN 2186b (see page 8). Each user must list the beginning and ending mileage of each use and send the completed form to State Fleet along with SFN 2185 (Monthly Vehicle Report) or enter the information electronically.

## **Seasonal, Short-Term, or Emergency Vehicle Need**

At times there may be a need for short-term use or an emergency need for a vehicle that is not assigned or available at a daily pool. Due to the seasonal nature of many agencies/institutions, and the variety of fleet vehicles, short-term requests may be fulfilled. Requests should be made to the assigned contact person.

Agencies/institutions are encouraged to cooperate when these requests are made. It is the requestor's responsibility to arrange for picking up and returning the unit. The vehicle must be returned in good condition.

Sharing and increased usage will be a benefit to all users—the more use, lowers the rental rate, the quicker the replacement, resulting in a more modern fleet.

### **Lease Motor Vehicles**

An agency/institution needing to lease a vehicle must receive approval from State Fleet Services before the contract is completed (see page 1). State Fleet can approve the contract verbally and approve the written request later. (See page 19 for automotive insurance requirements.)

### **Rental Motor Vehicles**

An agency/institution needing to rent a vehicle when out of state should follow the minimum requirements of State Risk Management. In addition, they must meet the insurance requirements of the rental company.

### **Student Request for State Fleet Vehicle (SFN 50654)**

Student groups needing to use state fleet vehicles to attend university-approved activities need to complete SFN 50654. (See page 12.) Student groups should complete the request one week before the event so a vehicle can be reserved. The form needs to be completed only when no university or state employee is traveling with the group.

1. University name.
2. Identify the student group.
3. Enter account number if required by the university.
4. List name, phone number, and address of person requesting travel.
5. Type of vehicle required (i.e., 15-passenger van, compact sedan).
6. Number of vehicles needed.
7. Reserved for dispatcher.
8. Indicate departure and return date and time.
9. Identify the destination and round trip miles.
10. State the purpose of the trip.
11. Enter the estimated cost of the trip.
12. List names of all passengers and record the driver's license number and state of the drivers.
13. Comments/university use/special request information.



**STUDENT REQUEST FOR STATE FLEET VEHICLE**  
 North Dakota Department of Transportation, State Fleet Services  
 SFN 50654 (Rev.03-2002)

Bismarck 328-4126  
 Dickinson 227-7409  
 Minot 858-3210  
 Grand Forks 777-4122  
 Fargo 231-9619  
 Valley City 845-8802  
 Devils Lake 662-1504  
 Williston 774-4352  
 Mayville 786-4760  
 Wahpeton 671-2211  
 Bottineau 228-5480

**Form must be completed prior to departure.**

University Name			
Student Group		Account Number	
Person Requesting Vehicle		Phone Number	
Mailing Address			
Type of Vehicle Required	Number of Vehicles Needed	Vehicle No. Assigned	
Depart Date	Depart Time	Return Date	Return Time
Destination		Round Trip Mileage	
Purpose of the Trip		Estimated Transportation Cost	

**Persons Traveling in the Vehicle** \*Required if driving vehicle.

Name	*Driver License Number/State	Name	*Driver License Number/State
1.		9.	
2.		10.	
3.		11.	
4.		12.	
5.		13.	
6.		14.	
7.		15.	
8.		16.	

**Form must be turned in to the Transportation/Dispatch Office.**

Comments/ University Use/Special Request.
---

**Approval**

\_\_\_\_\_ Faculty Advisor    \_\_\_\_\_ Date    \_\_\_\_\_ Phone

White: State Fleet Bismarck Office  
 Canary: University Copy  
 Pink: University Copy

14. Acquire faculty advisor signature.

Submit completed forms to State Fleet Services, Bismarck, monthly.

## **OMB Annual Contracts**

Fleet Services is required by law to abide by OMB purchasing policies and regulations.

OMB has annual contracts in effect with certain firms for high-usage items used by most state agencies/institutions. These are commonly called "open-end contracts," and they obligate the agency/institution to order specified items needed during the specified contract period from that seller. The outstanding feature of this type of contract is that quantities are not fixed. The agency/institution determines the quantities to be ordered and delivered under terms of the contract.

Agencies/institutions that are doing vehicle maintenance must purchase supplies from these contracts when practical. Depending on the particular item, these vendors may provide services in your area. Regulations allow for emergency needs as an exception.

OMB contracts that pertain to motor vehicles are:

- Batteries
- Tires

OMB supplies copies of all available contracts to agencies/institutions. The website address for OMB is: [www.state.nd.us/csd/contracts.tcname.htm](http://www.state.nd.us/csd/contracts.tcname.htm).

Fleet Services has established pricing agreements for oil and lubricating services. The Fleet Service Shops can provide information about the location of these services.

## **Storage, Parking Fees, and Towing Fees**

Storage or parking fees are the responsibility of the user. The operator is responsible for paying all parking fees.

Agencies/institutions with monthly assigned vehicles are responsible for paying any jump-start or towing fees if the block heater is not used during cold weather.

State Fleet is responsible for towing fees in case of an accident or mechanical breakdown. Towing costs resulting from a vehicle being driven into swampy or rugged terrain will be paid by the agency/institution unless driving there is a necessary function to carry out the agency's/institution's responsibility.

## **Gasoline and Oil**

### **Gasoline/Diesel Fuel**

Gasoline/diesel fuel shall be obtained from state fuel sites. (See maps on pages 24–37 for locations.) These sites are available for use 24 hours a day, seven days a week, with an automated fuel dispensing system (AFDS).

### **Oil**

Oil is located at the eight daily pools in a small box marked “Oil” close to the fuel pumps at the fuel sites. The user must complete SFN 17445 which is provided in the box.

### **Credit Card**

All state fleet motor vehicles have an assigned vehicle credit card which allows you to fill fuel at state fleet fuel locations.

#### **State Fleet and Commercial Fueling Sites**

1. Insert and remove card (magnetic strip down and to the right). Card-reader prompts as follows: (Cardreader prompts are in **BOLD**).
2. **PLEASE ENTER YOUR PIN**  
Key in the assigned six-digit PIN number. Press ENTER.
3. **ODOMETER READING**  
Key in odometer reading (no tenths of miles or hours). Press ENTER.  
For trucks and buses, key in the hour meter. Press ENTER.
4. **SELECT DISPENSER**  
Key in hose number (pump number). Press ENTER.
5. **THANK YOU. YOU MAY BEGIN FUELING**  
After this prompt, flip the dispenser handle on and begin fueling.

Occasionally you will receive an error message; generally it will say, “READ ERROR.” Try reinserting your card again. If you continue to get the message, check your card to see if it is bowed. If it is, gently flex it in the opposite direction and reenter the card. If error persists, ring the bell for an attendant. If it is after hours and an attendant is not available, use a commercial fuel station.

**Lost, stolen, or damaged cards should be reported immediately to State Fleet Services at 328-1434 or to your Motor Pool dispatcher.**

#### **Credit Card Use at Commercial Stations**

The credit card may be used to purchase fuel, oil, wash, and other motor vehicle repairs from a commercial outlet when a state fleet facility is not available. Operators are to use self-service.

- Verify that the station accepts the credit card.
- Try to use major name brand stations.
- Actual prompting at a retail facility will depend upon the card-scanning software available at the station.
- Ask the attendant to scan the card as a **FLEET CARD**.

If the retail facility is capturing the maximum amount of fueling information, the driver will be prompted for the following:

**DRIVER NUMBER** – Key in the assigned six-digit PIN number.

**ODOMETER** – Key in odometer or hour meter reading (no tenths).

If the card is not accepted or denied, please call the 800 number on the back of the credit card.

If the retail facility does not get a prompt for driver number and odometer, the fueling transaction is still captured. State fleet will **not** require a copy of the gas receipt, if it is gas only. (Repairs see pages 15-16.)

### **Breakdown/Emergency Repair**

If, while operating a state fleet vehicle, you have a mechanical breakdown or need emergency repair:

1. During normal business hours call the nearest state fleet maintenance facility. See page 23 for the phone number.
2. Be prepared to give the maintenance facility a brief description of the nature of the emergency and the location. The maintenance facility will give you directions on what is to be done.
3. If you are unable to contact a state fleet facility, you may need to contact a repair or tow service to get the vehicle repaired.
4. Notify your agency/institution for any additional assistance or transportation. State Fleet is not responsible for any additional cost associated with a breakdown except the repair and towing. If extended repairs are required, it is the employee's agency's/institution's responsibility to make alternate transportation arrangements.
5. Use the credit card to pay for the repairs or tow.
6. The agency/institution that was using the vehicle is responsible for mileage fees to return the vehicle to its dispatch location.

### **Minor Repair or Service**

Minor repair or service is work that costs \$75 or less. This includes fanbelt, flat tire, wash job, wiper blades, headlights, radiator hose, oil change, air filter, etc.

Call the shop supervisor if you have any questions. See page 23 for telephone number.

### **Major Repair or Service**

Major repair or service is approved work that costs \$75 or more. This includes main drive train components such as engine, transmission, differential, set of tires, brake job, alternator, tune-up, battery, muffler and tailpipe, etc.

If major repairs are needed after shop hours, the individual must make his or her own decision to authorize the repairs.

Major repair and service requires approval by the shop supervisor. See page 23 for telephone number.

### **Retail Vehicle Maintenance and Repair**

- Verify that the maintenance facility accepts the credit card.
- Try to use major brand name fueling stations with service bays, or Fleet Services contracted maintenance facilities.

If the maintenance facility is capturing the maximum amount of data, the driver will be asked for the following:

**DRIVER NUMBER** – Key in the assigned 6-digit (no tenths) PIN number.

**ODOMETER** – Key in odometer or hour meter reading.

State Fleet Services requires a copy of the detailed invoice and receipt of the service or repair to be turned in at local NDDOT district headquarters or Motor Pool location. Indicate method of payment on invoice.

When the credit card is not accepted, a Purchase Order can be used to pay for the services. If card is not accepted or denied, please call the 800 number on the back of the credit card.

**Lost, stolen, or damaged cards should be reported immediately to State Fleet Services at 328-1434 or to your Motor Pool dispatcher.**

### **Rental Rates**

Vehicle rental rates are based on the costs of depreciation, operating expenses, and replacement rates. Agencies/institutions using state vehicles will be billed on a mileage/hour basis. The charge will cover both fixed and variable costs of operation. The rates will be adjusted periodically. The adjusted rate schedule will then be sent to all State Fleet Service user agencies/institutions. A current rate schedule will be available at State Fleet Services and our website.

## Accidents

Accidents are caused by unsafe actions of the driver, unsafe vehicle conditions, unsafe environmental conditions, or a combination of the three.

Vehicle accidents should be investigated by the Highway Patrol. Local law enforcement may be notified, depending on the the location of the accident. Accidents occurring on private property are not required to be investigated by law enforcement.



**RISK MANAGEMENT FUND  
MOTOR VEHICLE ACCIDENT REPORT**  
STATE OF NORTH DAKOTA  
SFN 51301 (6-2005)

DEPARTMENT LOCATION CODE

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Claim Form Requested  
 Destruction Hold Notice

**DRIVER RESPONSIBILITY:** Complete this original report immediately after the accident and fax a copy to State Fleet Services at 701-328-2514. If you have any questions, please call State Fleet Services at 701-328-1472 or 701-328-1434.

<b>AGENCY</b>	Agency Name		District/Division	
	Address		Telephone Number	
<b>TIME</b>	Date of Accident	Day of Week	Hour	A.M. <input type="checkbox"/> P.M. <input type="checkbox"/>
	Highway Number	Posted Speed Limit	Location From Nearest City	
<b>LOCATION</b>	City	Street	At Intersection With	
	<input type="checkbox"/> Backing <input type="checkbox"/> Snowplowing/Sanding <input type="checkbox"/> Right Angle <input type="checkbox"/> Rear End <input type="checkbox"/> Turned Over <input type="checkbox"/> Animal <input type="checkbox"/> Head On <input type="checkbox"/> You Hit <input type="checkbox"/> You Were Hit <input type="checkbox"/> Fixed Object <input type="checkbox"/> Sideswipe <input type="checkbox"/> Other(Describe) _____			

<b>STATE VEHICLE</b>  <b>No. 1</b>	<b>VEHICLE</b>	Year	Make	Model	Unit Number	
	Driver's Name			Driver's License Number	Citation Issued <input type="checkbox"/> Yes <input type="checkbox"/> No	
	Work Telephone Number			Home Telephone Number		
	Home Address			City	State	Zip Code
	Driver Injured <input type="checkbox"/> No <input type="checkbox"/> Yes - Describe Injury					
	Estimated Speed			Direction Traveling	Worker's Compensation Claim Filed <input type="checkbox"/> Yes <input type="checkbox"/> No	
	Damage (List Parts)				Estimate \$	
	Passengers		<input type="checkbox"/> None <input type="checkbox"/> Injured/Killed <input type="checkbox"/> Injured/Killed		Telephone Numbers Work Work	Telephone Numbers Home Home

<b>OTHER VEHICLE</b>  <b>No. 2</b>	<b>VEHICLE</b>	Year	Make	Model	License Plate	State
	Driver's Name			Driver's License Number	Citation Issued <input type="checkbox"/> Yes <input type="checkbox"/> No	
	Work Telephone Number			Home Telephone Number		
	Home Address			City	State	Zip Code
	Direction Traveling		Driver Injured <input type="checkbox"/> No <input type="checkbox"/> Yes - Describe Injury			
	Damage (List Parts)				Estimate \$	
	Passengers		<input type="checkbox"/> None <input type="checkbox"/> Injured/Killed <input type="checkbox"/> Injured/Killed		Telephone Numbers Work Work	Telephone Numbers Home Home



MOTOR VEHICLE ACCIDENT REPORT  
SFN 51301 (6-2005) Page 2

<b>OWNER'S</b>	Insurance Company		Policy Number			
	Address		Telephone Number			
<b>DRIVER'S</b>	Insurance Company		Policy Number			
	Address		Telephone Number			
<b>WITNESS</b>	Name		Address	City	State	Zip Code
	Location To Accident		Telephone Number Work	Telephone Number Home		
<b>DAMAGE TO OTHER PROPERTY</b>	What		Estimate \$	Telephone Number Work	Telephone Number Home	
	Owner/Name		Address			
<b>OTHERS INJURED/ KILLED</b>	Name					
	Address	City	State	Zip Code	Telephone Number Work	Telephone Number Home
	Nature and Extent of Injury					
<b>CONDITIONS</b>	WEATHER <input type="checkbox"/> Clear <input type="checkbox"/> Raining <input type="checkbox"/> Snowing <input type="checkbox"/> Sleetng <input type="checkbox"/> Fog <input type="checkbox"/> Other _____					
	ROADWAY <input type="checkbox"/> Dry <input type="checkbox"/> Icy <input type="checkbox"/> Slippery <input type="checkbox"/> Under Repair <input type="checkbox"/> Other _____					
	Did Vehicle Have Any Defects? _____					
	Were Seat Belts in Use? <input type="checkbox"/> Yes <input type="checkbox"/> No					
What Lights Were On? _____						
Explain How Accident Occurred						
Diagram: Mark State Vehicle 1 And Other Vehicle 2						
State Employee			Department		Telephone Number	
State Employee Completing Report			Telephone Number		Date	

All motor vehicle accidents must be reported to State Fleet Services. The driver of the State Fleet vehicle is responsible for completing the Risk Management Fund Motor Vehicle Accident Report, SFN 51301 (see pages 17 and 18) and faxing the report to State Fleet at 701-328-2514. The driver must also deliver a copy of the report to the NDDOT shop foreman in the district where the accident occurred or to the State Fleet Motor Pool from which the vehicle was dispatched. All reports **must** be submitted within 48 hours of the accident.

Read the instructions on the "Risk Management Fund Motor Vehicle Accident Report" before completing. All spaces must be filled out. Parked vehicles involved in an accident need only indicate "parked" in the "DRIVER" space. All other information should be completed.

In the event of a serious property damage, personal injury, or if a death occurs, contact G.A.B. Robins immediately at 701-237-3400, 8:00 a.m. to 5:00 p.m., or 1-800-621-5410 after hours. Also, notify State Fleet Services at 701-328-1434.

## **Automotive Insurance**

### **Liability Coverage**

All State Fleet Services vehicles are covered for liability under the North Dakota Risk Management Fund Vehicle Liability (pursuant to NDCC 32-12.2). **The coverage includes leased or rented vehicles whether in or out of state.** It is recommended that you purchase the additional liability insurance from the rental company if renting the vehicle in other countries (Canada, Mexico) and in states long distances away (Florida, Alaska, Hawaii, and California). The insurance card can be found in the glove compartment of the vehicle attached to the vehicle registration card. For duplicate copies contact any NDDOT shop foreman or State Fleet Services.

### **Collision and Comprehensive Coverage**

Collision and Comprehensive insurance coverage for state vehicles is under the concept of self-insured.

## **Accident Review Board**

Accident prevention is an agency/institution responsibility. The NDCC Chapter 4-11-01 defines State Risk Management Motor Vehicle Accident Review Board. However, each agency/institution is strongly encouraged to establish an accident review process, subject to State Accident Review Board approval, to determine the preventability of accidents. A preventable accident is defined as "any accident in which the operator failed to exercise every reasonable precaution to prevent the accident."

All preventable accidents should be addressed and positive action taken to prevent recurrence. Contact State Fleet Services for more information.



**CHECKLIST FOR VEHICLE TURN-IN**  
 North Dakota Department of Transportation, State Fleet Services  
 SFN 50652 (Rev. 07-2005)

**To Be Completed by User**

Agency Turning in Vehicle	
Dept. No.	Location
State Fleet Vehicle No.	
Model Year	Vehicle Color
Vehicle Make	Vehicle Model
Pickups Only <input type="checkbox"/>	<input type="checkbox"/> 4x2 <input type="checkbox"/> 4x4
<input type="checkbox"/> Crew-cab	<input type="checkbox"/> Short Box <input type="checkbox"/> Long Box
<input type="checkbox"/> Chassis Only	<input type="checkbox"/> DRW <input type="checkbox"/> Ext. Cab
<input type="checkbox"/> 3 Door	<input type="checkbox"/> 4 Door

**Prior to Vehicle Turn-in**

<input type="checkbox"/> Remove All Agency Equipment
<input type="checkbox"/> Remove All Personal Items
<input type="checkbox"/> Remove All Loose Items From Inside
<input type="checkbox"/> Clean out Trunk
<input type="checkbox"/> Clean out All Pickup and Truck Boxes
<input type="checkbox"/> Wash and Clean Interior/Exterior of State Vehicles
<input type="checkbox"/> Windshield <input type="checkbox"/> Cracked <input type="checkbox"/> Pitted
<input type="checkbox"/> Spare Tire, Jack, Tire Wrench
<input type="checkbox"/> Tailgate on Vehicle

**At Time of Turn-in**

<input type="checkbox"/> All Keys
<input type="checkbox"/> Credit Card in Glove Box
<input type="checkbox"/> Owner's Manual in Glove Box
<input type="checkbox"/> License Plates on Vehicle (except Special plates)

**Check Fluid Levels**

<input type="checkbox"/> Oil	<input type="checkbox"/> Transmission	<input type="checkbox"/> Coolant
<input type="checkbox"/> Brake	<input type="checkbox"/> Battery	

**Accessories**

<input type="checkbox"/> Air Conditioner	Do All Work	
<input type="checkbox"/> Front <input type="checkbox"/> Rear	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Power Windows	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Power Locks	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Power Mirrors	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Power Seats	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Cruise Control	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Cassette/CD/AM FM	<input type="checkbox"/> Yes	<input type="checkbox"/> No

List Any Mechanical Deficiencies
Example - Poor Transmission - Excessive Oil Use
Name of Person Turning in Vehicle Miles/Hours/Date

**To Be Completed by DOT (shop rep.)**

Has Vehicle Turn-in Sheet Been Completed <input type="checkbox"/> Yes <input type="checkbox"/> No
Note Engine Information <input type="checkbox"/> Gasoline <input type="checkbox"/> Diesel No. Cylinders _____ Liter Size _____ C.I.D. _____
Transmission Type <input type="checkbox"/> Automati <input type="checkbox"/> Std. <input type="checkbox"/> 3 sp. <input type="checkbox"/> 4 sp. <input type="checkbox"/> 5 sp. <input type="checkbox"/> 2 sp. Differential or Other
List Rear Axle Ratio -.7 Ton and Larger Vehicles
Tire Condition <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor
List Repairs Made to Vehicle
List Any Noted Interior/ Exterior Damage
Name of Person Receiving Vehicle Miles/Hours/Date

Form Is to Accompany Vehicle: To Sale Location

White - Original to Fleet Business Office

Canary - District DOT Use

## **Defensive Driving**

Crashes cost time, money, and sometimes even lives. Defensive driving is taking every reasonable precaution to avoid crashes in spite of conditions and the actions of others. To ensure State Fleet vehicle operators are trained in proper defensive driving techniques, Fleet Services requires those who operate fleet vehicles, on at least a monthly basis, to take the National Safety Council Defensive Driving Course (DDC) as soon as practical after accepting employment and every four years thereafter. Training for those who operate fleet vehicles less than monthly is at the discretion of agency trainers or risk managers. Operators should coordinate DDC scheduling through their agency trainers or risk managers. The schedule is available on our website. Law Enforcement may substitute Emergency Vehicle Operation courses or other driving skill classes in lieu of DDC.

## **Large Passenger (LP) Van Training**

All LP van operators are required to satisfactorily complete a designated web-based training program. Those who do not have either a CDL, or experience driving a LP van or other large vehicles, are also required to complete a State Fleet behind-the-wheel course in a LP van. The LP van policy is located on the web at: [http://www.state.nd.us/dot/divisions/fleet/statefleet/fleet\\_largevans.html](http://www.state.nd.us/dot/divisions/fleet/statefleet/fleet_largevans.html).

To register for the web-based training or for additional information, call 701-328-1472.

## **Safety Alerts**

State Fleet publishes a monthly safety alert with helpful driving tips. These can also be found on the web at: <http://www.state.nd.us/dot/divisions/fleet/statefleet/safetyalert.htm>.

## **Motor Vehicle Decals**

Section 39-01-02 NDCC requires the motor vehicles owned and operated by the state must display the name of the state.

## **Motor Vehicles Returned to State Fleet**

State Fleet Services will coordinate the disposal and replacement of all motor vehicles. All employees turning in motor vehicles must complete SFN 50652, "Checklist for Vehicle Turn-In." (See page 20.)

## **Tires**

All tire replacement must be approved by a shop foreman.

## **Large Passenger Vans**

Cold inflation pressure for tires on large passenger vans (LP vans) is to be

manufacturer's recommendation (see label on driver door/post area). No LP van is to be released for carrying passengers at highway speed (55 mph or higher) before the motor pool dispatch or assigned agency has ensured the tires are inflated to the proper pressure. Tires on LP vans, both front and rear, are to be replaced when tread depth reaches 4/32nds.

### **Light Vehicles**

The standard replacement depth for tire replacement is 3/32nds of an inch. Only all-season radial tires will be the replacement tire. Exceptions to the above shall be evaluated on a case-by-case basis. All tires shall be purchased from the state tire contract. Emergencies are an exception. Any exception to the above will be made by State Fleet Services.

### **Trucks**

All trucks in rental groups 18 through 32 must replace front tires on the steering axle at 4/32nds. All rear tires must be replaced at 2/32nds.

## **511 North Dakota Travel Information**

For North Dakota Travel Information call 511.

If your phone company does not support 511, call 1-866-My ND 511 (696-3511). Both numbers are toll-free.

### **Instructions on Using 511**

1. Call 511 (listen for instructions).
2. Select state and route.
3. Select road segment you need conditions for.

The North Dakota Travel Information provides:

1. 24-hour voice response real-time information.
2. Service available from your home, office, or cell phone.
  - a. Winter driving conditions
  - b. Weather forecast information
  - c. Construction information
  - d. Seasonal load restrictions

For travel planning, visit the website at [www.nd.gov/dot](http://www.nd.gov/dot).

## Dispatch, Fueling, and Repair Sites

LOCATION	MOTOR POOL DISPATCH	SHOP REPAIR SHOP SUPERVISOR	24-HOUR FUELING SITE	ROAD REPORTING NUMBERS
<b>Fleet Services - Capitol Motor Pool</b> N. side of Capitol Maint. Shop N. of Capitol Bldg. - Capitol Grounds Bismarck, ND 58505	Yes 328-4126 7:30 a.m. - 4:00 p.m. Fax: 328-2551	No	Yes	
<b>NDDOT - Bismarck</b> 216 S. 19th St. - Airport Rd. Bismarck, ND 58504-6003	No	Yes 328-6940 7:00 a.m. - 3:30 p.m.	Yes	511 Website*
<b>NDDOT - Devils Lake</b> 316 Sixth St. S., P.O. Box 817 Devils Lake, ND 58301-0817	Yes 665-5100 7:00 a.m. - 5:00 p.m.	Yes 665-5120 7:00 a.m. - 3:30 p.m.	Yes	511
<b>NDDOT - Dickinson</b> 1700 Third Ave. W. Dickinson, ND 58601-3009	Yes 227-6525 7:00 a.m. - 3:30 p.m.	Yes 227-6522 7:00 a.m. - 3:30 p.m.	Yes	511
<b>NDDOT - Fargo</b> 503 38th St. S. Fargo, ND 58103-1198	No	Yes 239-8914 7:00 a.m. - 3:30 p.m.	Yes	511
<b>NDDOT - Grand Forks</b> Hwy. 81 N. 1951 N. Washington P.O. Box 13077 Grand Forks, ND 58208-3077	No	Yes 787-6520 7:00 a.m. - 3:30 p.m.	Yes	511
<b>University of ND</b> UND Transportation Building Tulane Dr. & Campus Rd. UND Campus Grand Forks, ND 58201	Yes 777-4122 8:00 a.m. - 4:30 p.m.	Yes 777-4088 7:30 a.m. - 4:30 p.m.	Yes	
<b>NDDOT - Minot</b> 1305 Hwy. 2 & Bypass East P.O. Box 1396 Minot, ND 58702-1396	No	Yes 837-7629 7:00 a.m. - 3:30 p.m.	Yes	511
<b>NDDOT - Valley City</b> 1524 Eighth Ave. S.W. Valley City, ND 58072-4200	Yes 845-8803 7:00 a.m. - 3:30 p.m.	Yes 845-8802 7:00 a.m. - 3:30 p.m.	Yes	511
<b>NDDOT - Williston</b> US 2 & Sixth Ave. W. 605 Dakota Parkway W. P.O. Box 698 Williston, ND 58802-0698	Yes 774-2721 7:00 a.m. - 3:30 p.m.	Yes 774-2720 7:00 a.m. - 3:30 p.m.	Yes	511
<b>Minot State University</b> 500 University Ave. W. Minot, ND 58701	Yes 858-3210 7:30 a.m. - 4:30 p.m.	No	No	
<b>ND State College of Science</b> 800 N. Sixth Street Wahpeton, ND 58075	No	No	Yes	
<b>ND State Hospital</b> I-94 Exit 260 Jamestown, ND 58401	No	No	Yes	
<b>ND State University</b> Thorson Maintenance Center Bolley Drive, NDSU Campus Fargo, ND 58105	Yes 231-9619 7:30 a.m. - 4:00 p.m.	Yes 231-9533 7:00 a.m. - 4:00 p.m.	Yes	511

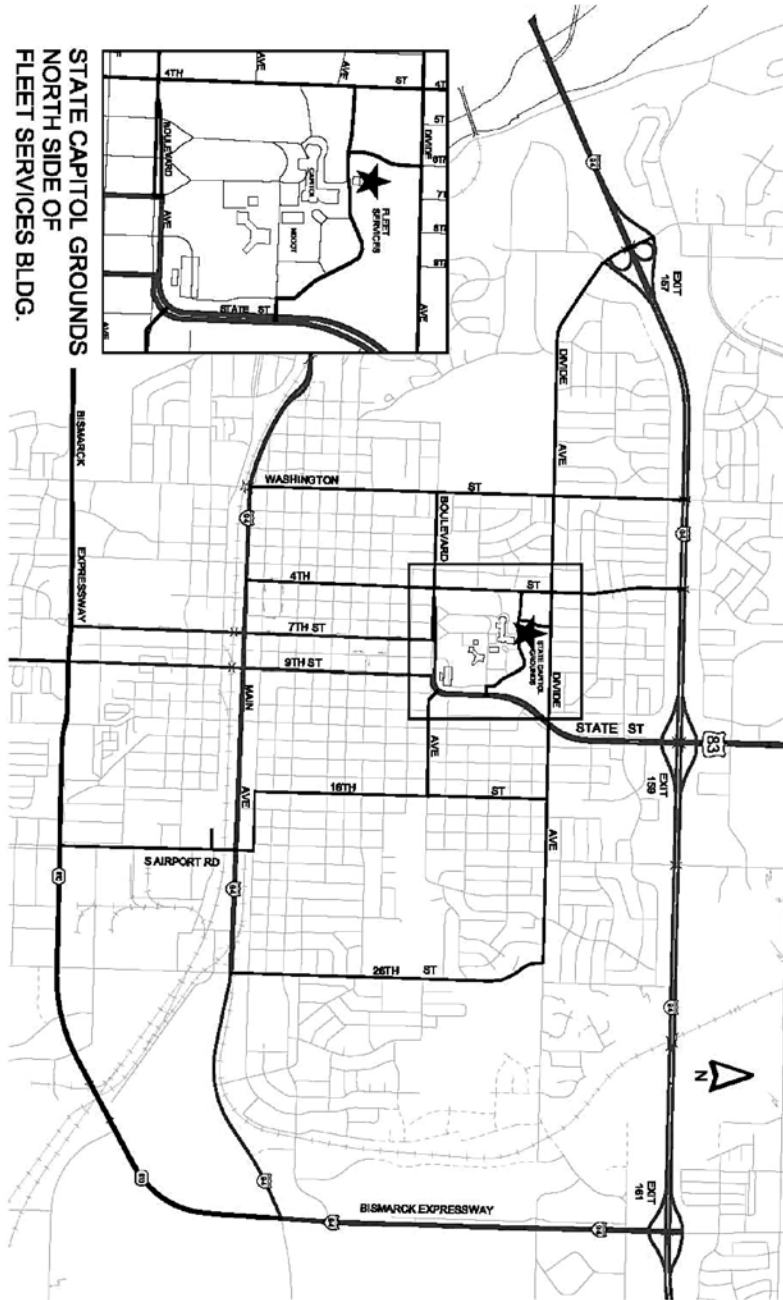
\*Website: <http://www.state.nd.us/dot/road.html>

# State Fleet Services Dispatch, Fueling, and Repair Sites

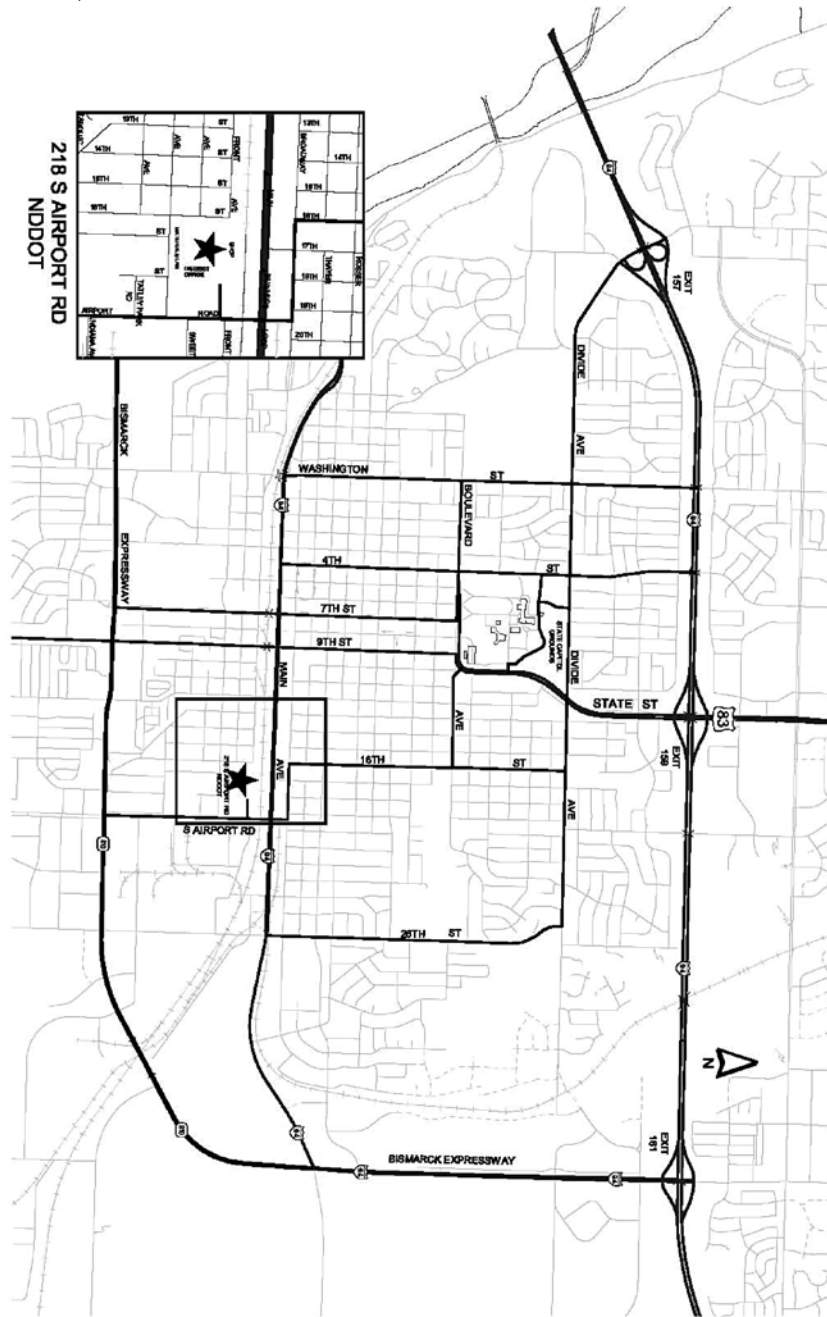
## BISMARCK MOTOR POOL DISPATCHING AND FUEL SITE

North side of Maintenance Building

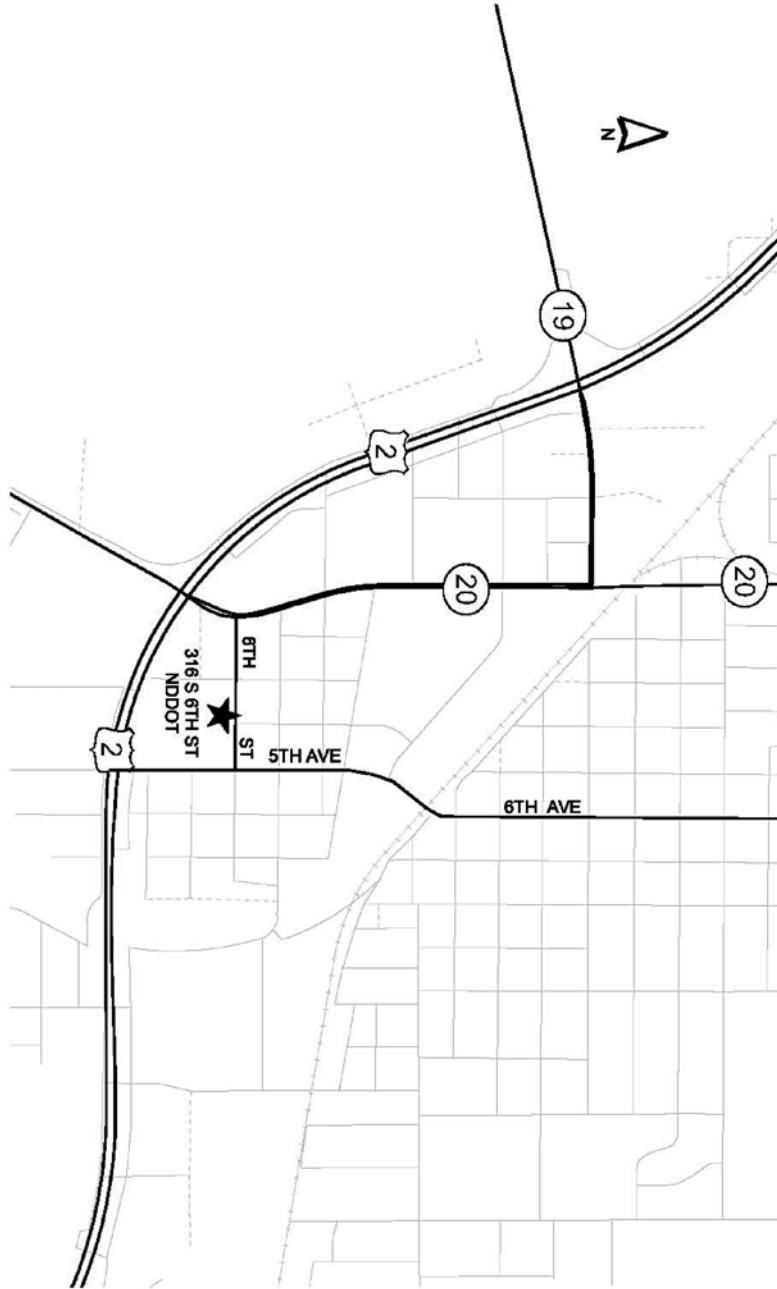
North of the Capitol Building



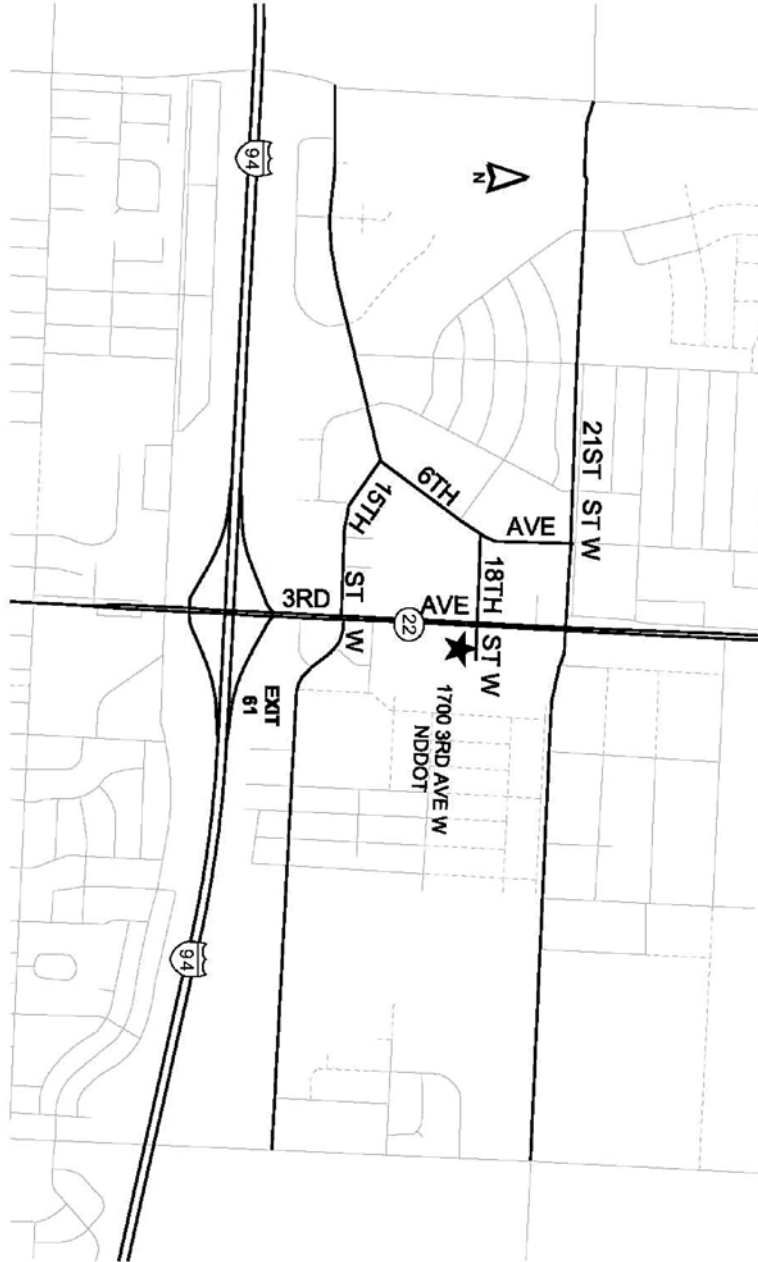
**NDDOT BISMARCK DISTRICT SHOP FUELING AND REPAIR SITE**  
218 South Airport Road  
Bismarck, ND 58504



**NDDOT DEVILS LAKE DISPATCH, FUELING, AND REPAIR SITE**  
316 South Sixth Street  
Devils Lake, ND 58301-0817

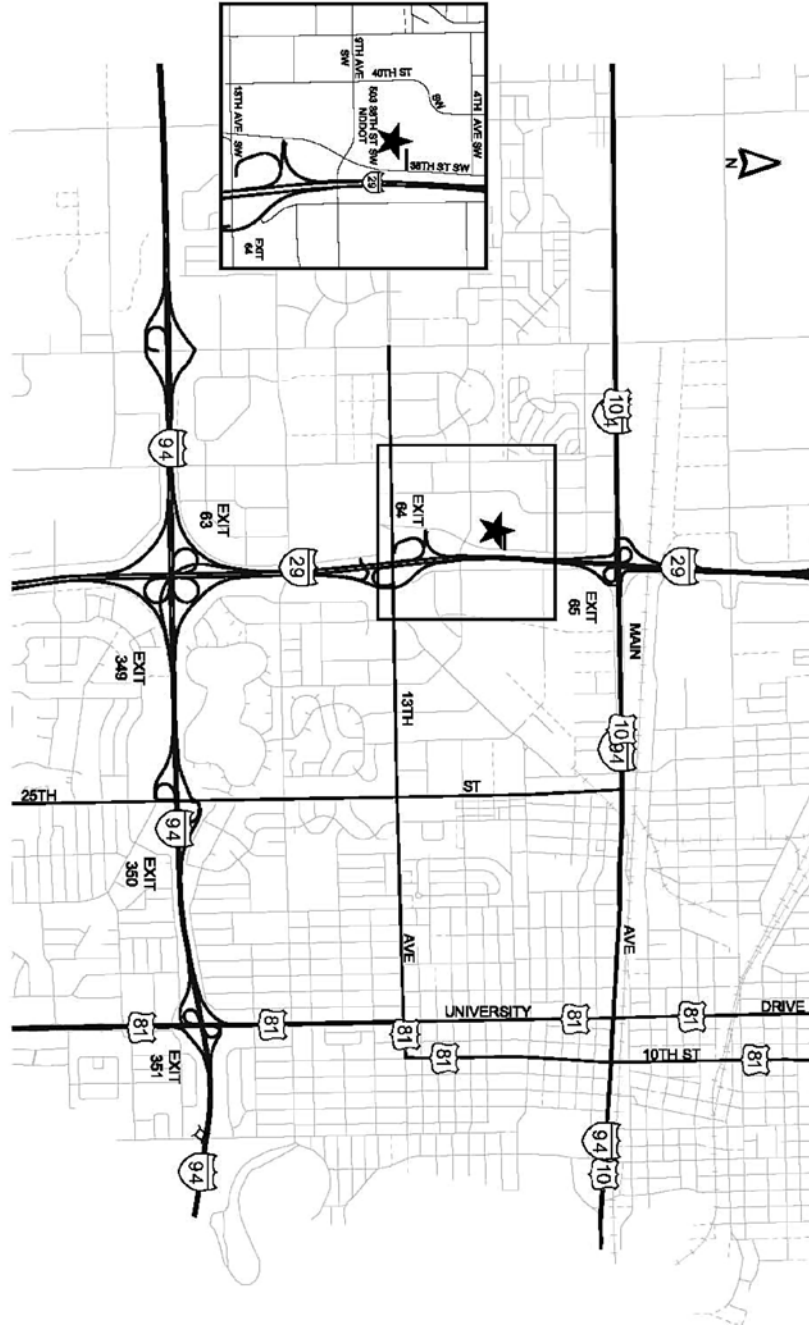


**NDDOT DICKINSON DISPATCH, FUELING, AND REPAIR SITE**  
1700 Third Avenue West, Suite 101  
Dickinson, ND 58601-3009

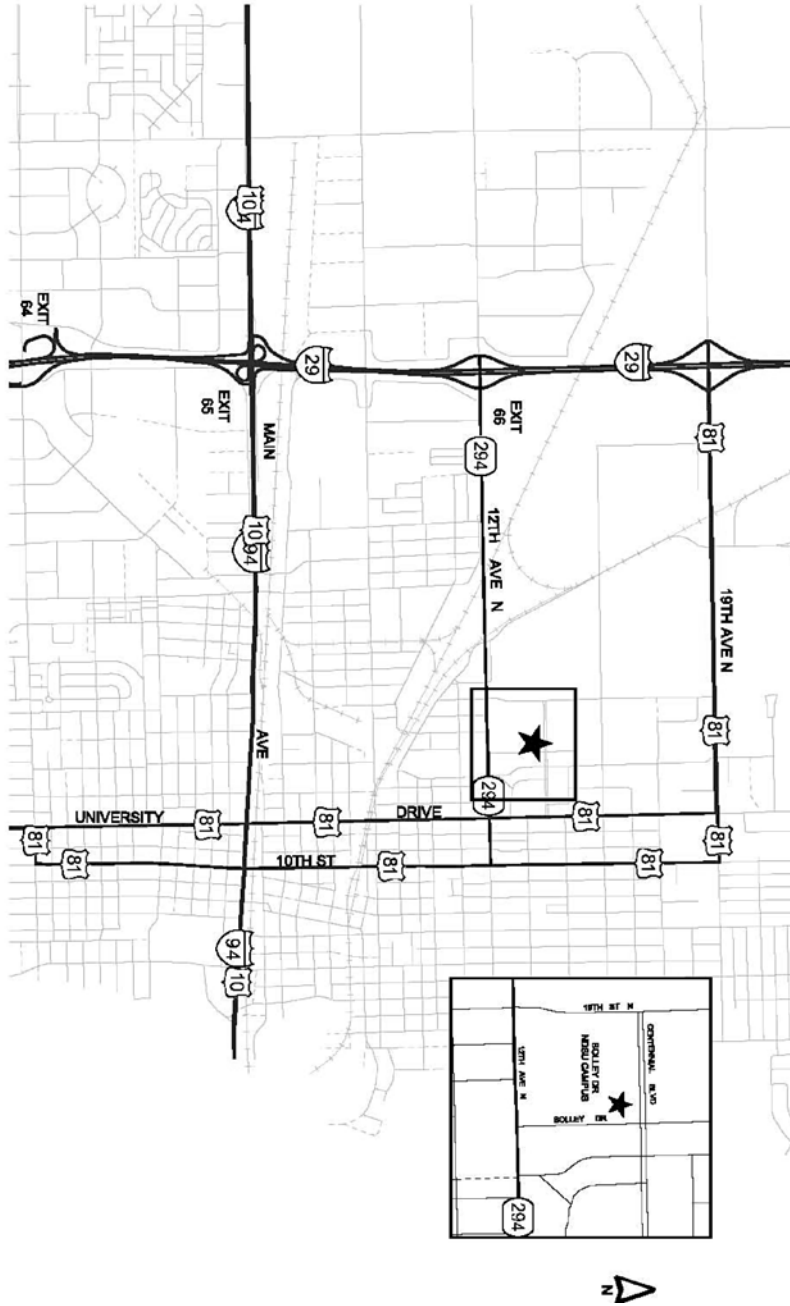




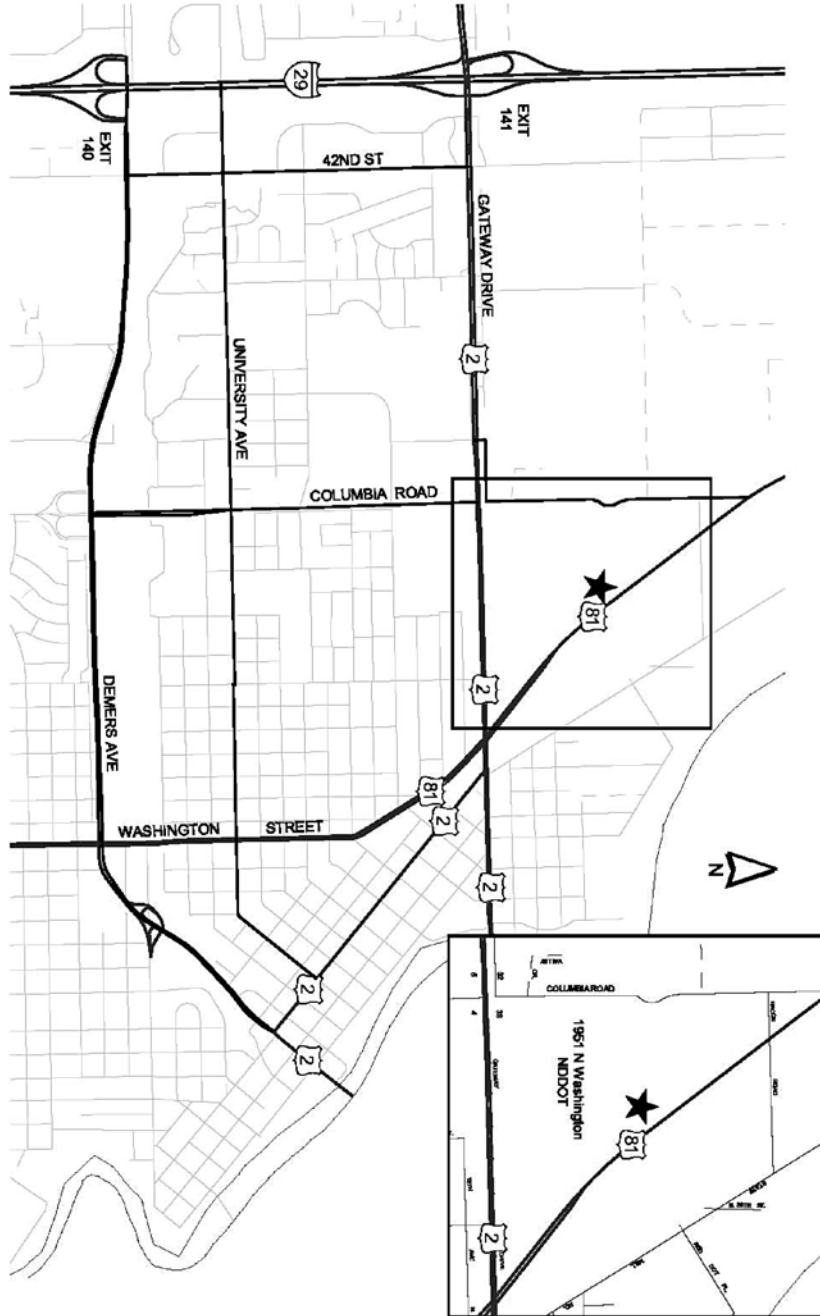
**NDDOT FARGO FUELING, AND REPAIR SITE**  
503 38th Street South  
Fargo, ND 58103-1198



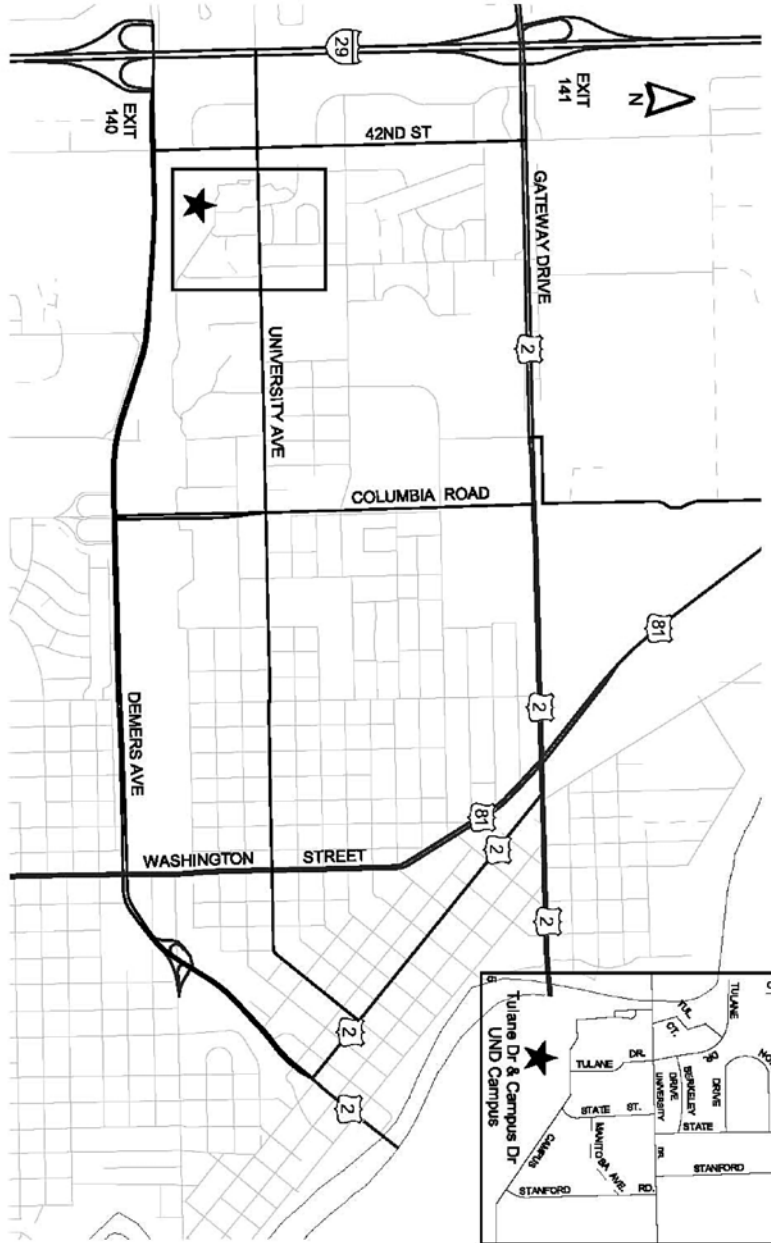
**ND STATE UNIVERSITY DISPATCH, FUELING, AND REPAIR SITE**  
Thorson Maintenance Center  
Balley Drive, NDSU Campus  
Fargo, ND 58105



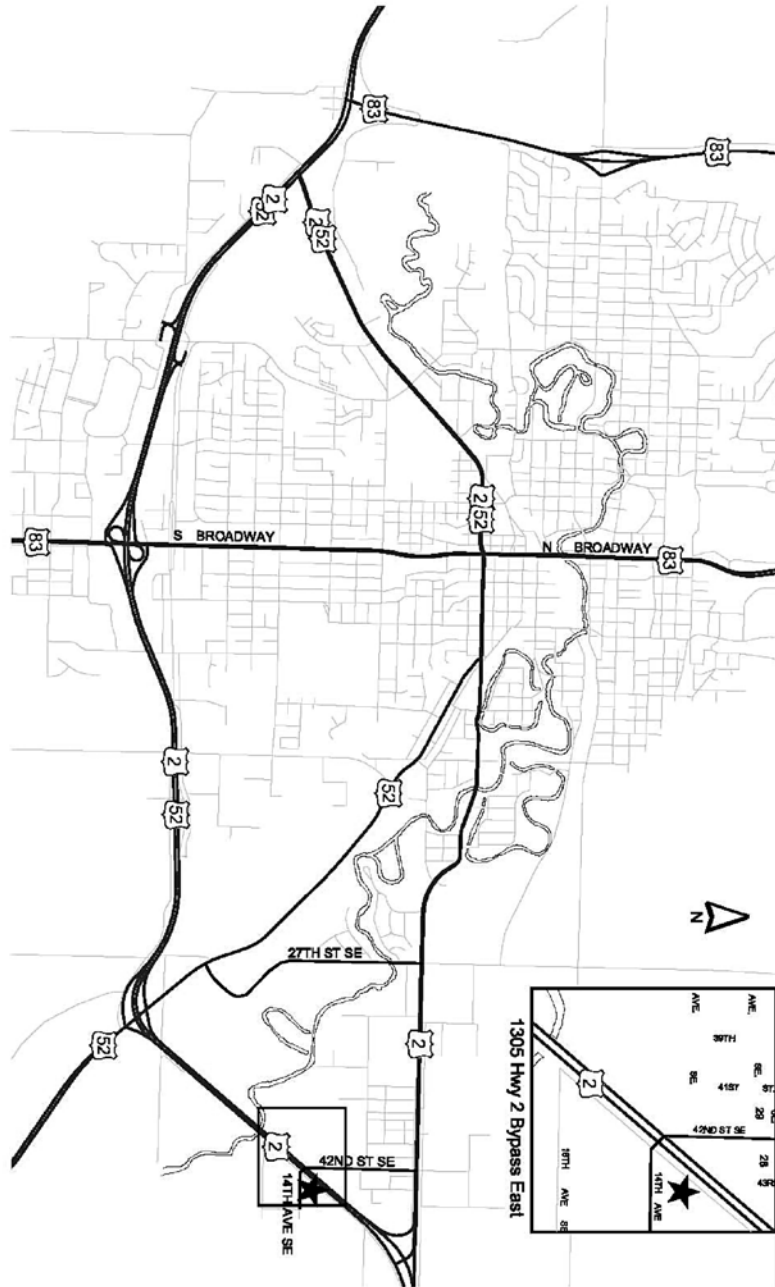
**NDDOT GRAND FORKS FUELING, AND REPAIR SITE**  
1951 North Washington  
Grand Forks, ND 58208-3077



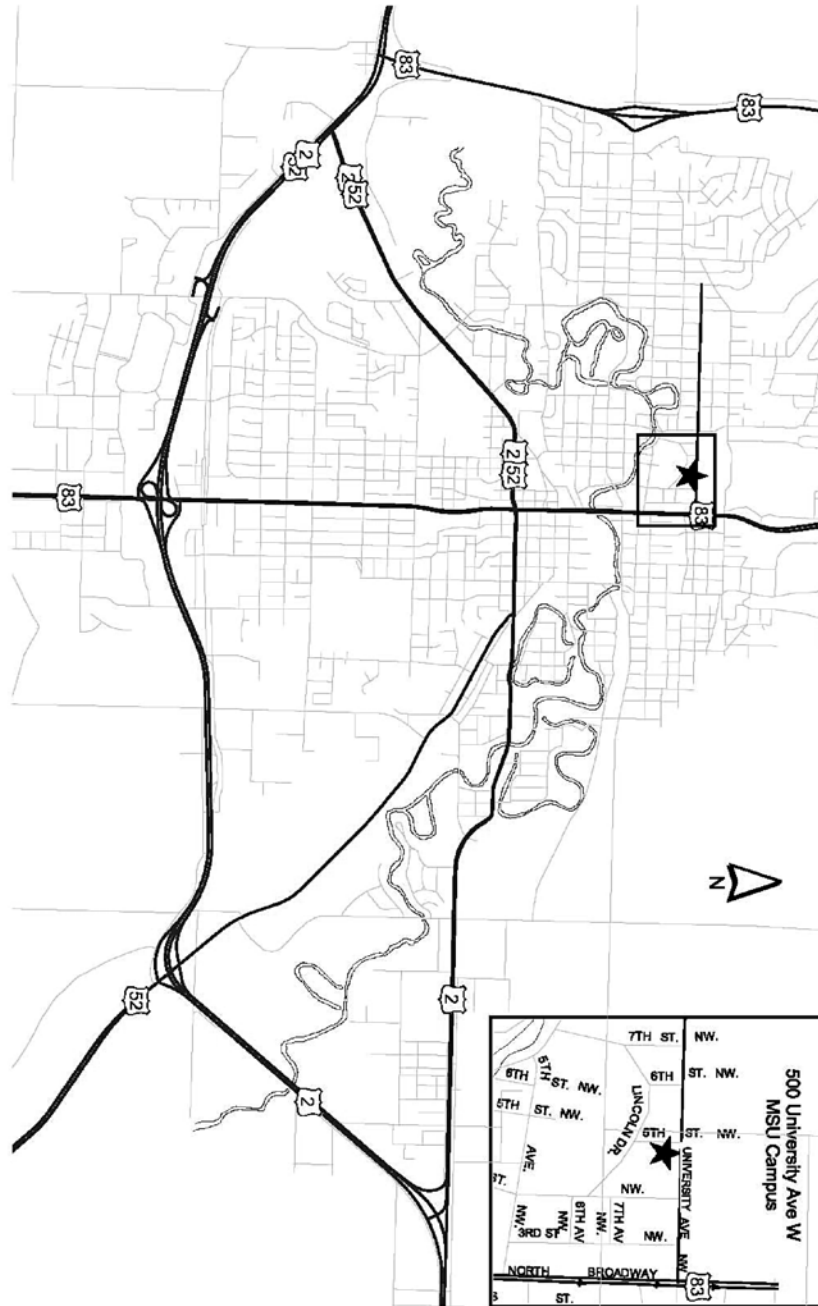
**UNIVERSITY OF NORTH DAKOTA DISPATCH, FUELING, AND REPAIR SITE**  
UND Transportation Building  
Tulane Drive and Campus Road  
UND Campus  
Grand Forks, ND 58201



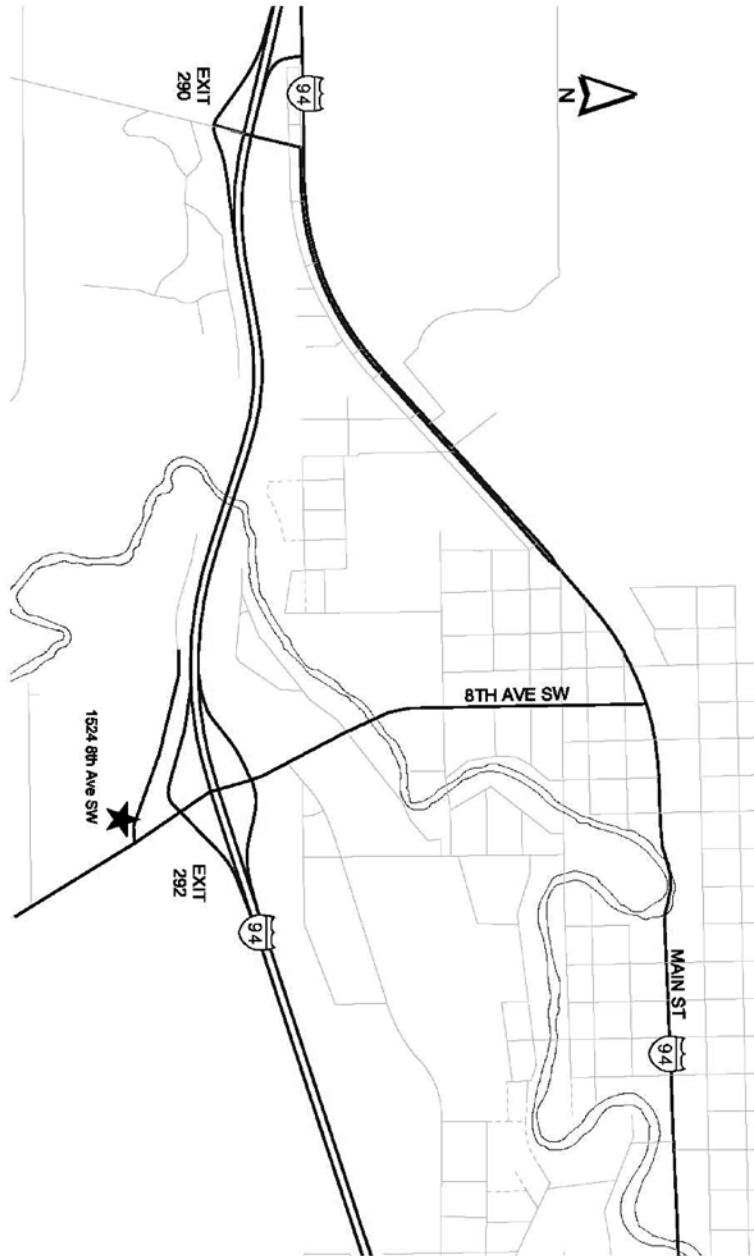
**NDDOT MINOT FUELING, AND REPAIR SITE**  
1305 Hwy. 2 Bypass East  
Minot, ND 58701-7922



**MINOT STATE UNIVERSITY DISPATCH SITE**  
500 University Avenue West  
Minot, ND 58701



**NDDOT VALLEY CITY DISPATCH, FUELING, AND REPAIR SITE**  
1524 Eighth Avenue SW  
Valley City, ND 58072-4200

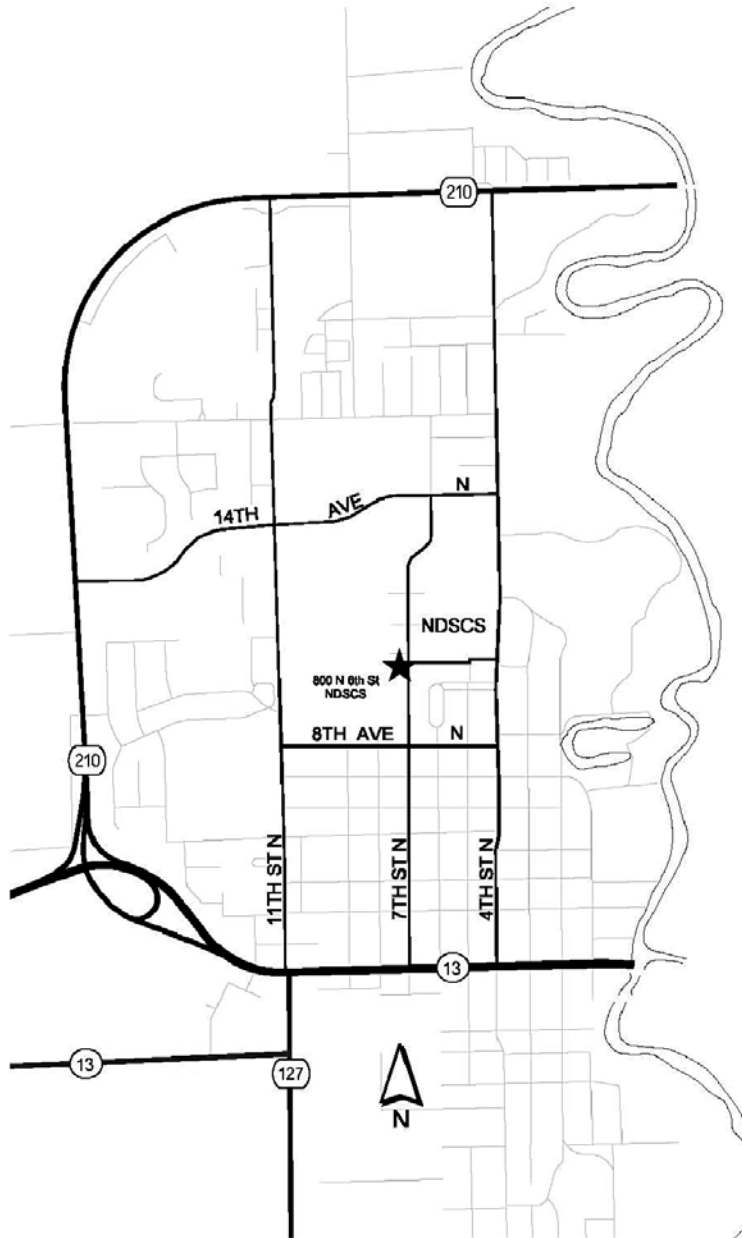


**NDDOT WILLISTON DISPATCH, FUELING, AND REPAIR SITE**  
605 Dakota Parkway West  
Williston, ND 58802-0698





**ND STATE COLLEGE OF SCIENCE FUELING SITE**  
800 North Sixth Street  
Wahpeton, ND 58075



**ND STATE HOSPITAL FUELING SITE**  
I-94, Exits 258 or 260  
Jamestown, ND 58401

