

**STATE OF HAWAII**

**DEPARTMENT OF ACCOUNTING  
AND GENERAL SERVICES**

**AUTOMOTIVE MANAGEMENT  
DIVISION**

**CENTRAL MOTOR POOL**

# **POLICIES AND PROCEDURES**

**DATE: July 1, 2025**

**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
AUTOMOTIVE MANAGEMENT DIVISION**

**POLICIES AND PROCEDURES  
GOVERNING THE MANAGEMENT OF STATE MOTOR POOLS**

**FOR INFORMATION, EMERGENCIES, OR VEHICLE BREAKDOWN**

During Working Hours (7:45 A.M. through 4:30 P.M.)

Dispatcher . . . . . 808.586.0338

Motor Pool Supervisor . . . 808.586.0345

All Other Hours -- **EMERGENCIES ONLY** – Call the Telephone Number assigned to  
your vehicle (Number affixed to the dashboard)

**FOR AUTHORIZATION AND CLEARANCE**

Operations Supervisor . . . . . 808.586.0351

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## **Section 1                      Establishment and Purpose.**

The motor pool of the Department of Accounting and General Services was established pursuant to Act 77, Session Laws of Hawaii 1963 (Sec. 26-6, HRS). The purpose of the motor pool is to provide safe and economical transportation for personnel of state agencies requiring the use of passenger vehicles to conduct official state business. The motor pool is responsible for the acquisition, operation, repair, maintenance, storage, and disposal of motor pool vehicles.

## **Section 2                      Delegation of Authority.**

The comptroller, having established an automotive management division and having staffed it, accordingly, delegates his authority relating to the administration of the motor pool to the administrator of the Automotive Management Division, Department of Accounting and General Services.

## **Section 3                      Motor Pool.**

The comptroller declares that the motor pool shall consist of a fleet of state-owned vehicles that actively provides service to state departments. The motor pool garage is located at 869-A Punchbowl Street, adjacent to the State Transportation Building. On Maui, the Motor Pool office is located on the Department of Accounting and General Services base yard grounds located at 755 Mua Street, in Kahului, Maui.

## **Section 4                      General Objectives.**

The objectives of the motor pool are:

- A.     Assist state agencies in meeting their vehicular transportation needs.
- B.     Maintain motor pool vehicles so that vehicles are safe and reliable.
- C.     Maximize use of motor pool vehicles.
- D.     Reduce the vehicular transportation cost of renting agencies; and
- E.     Be self-sustaining.

## **Section 5                      Hours of Operation.**

The facilities and services of the motor pool shall be available daily from 6:30 a.m. to 4:30 p.m., Mondays through Fridays, except on state holidays. On Maui the Motor Pool shall operate between the hours of 7:00 a.m. to 3:00 p.m. Hours could change depending on business needs.

## **Section 6                      General Policies.**

- A.     Motor pool vehicles shall be operated only by authorized state officials, state

employees, and others possessing a valid driver's license. Non-state employees providing services for the state may be permitted use of motor pool vehicles upon approval of the appropriate department head and written notification to the motor pool supervisor.

- B. Supervisors of authorized drivers of renting agencies shall determine, on a semi-annual basis, whether drivers of motor pool vehicles possess a current valid driver's license.
- C. Supervisors of drivers from renting agencies shall not allow a driver who is not in possession of a valid driver's license to drive a motor pool vehicle.
- D. Motor pool vehicles shall be used for official state business only and transport only state personnel and other authorized people.
- E. Operators of motor pool vehicles shall drive carefully and courteously.
- F. Operators shall obey all traffic laws, ordinances, rules, and regulations.
- G. Fines for traffic violations, parking violations, or crimes shall be the responsibility of the assigned driver.
- H. All vehicles garaged at the motor pool shall be returned to the motor pool at the end of the day. When a motor pool vehicle is to be used overnight, a written request from the department head, subject to comptroller approval is required.
- I. Purchases of fuel, transmission fluid, coolant, oil, and/or any other product or service relating to the operation of a motor pool vehicle from unauthorized vendors shall be at the driver's expense except as provided in the section entitled Emergency Services.
- J. Drivers of motor pool vehicles shall perform daily pre-trip and post-trip inspections of the vehicle, and all discrepancies shall be reported to the motor pool supervisor promptly.
- K. Drivers shall complete and submit all forms required by the motor pool.
- L. Smoking is not allowed in motor pool vehicles.
- M. Drivers shall keep the motor vehicle clean and free of trash and personal property; and
- N. Motor pool vehicle drivers found in violation of any of these policies or determined to be a detriment to driving a motor pool vehicle may be subject to suspension from the operation of a motor pool vehicle. Other examples of reasons for suspension from operating a motor pool vehicle include but are not

limited to multiple car accidents and multiple traffic violations.

## **Section 7                      Procedures for Requesting Vehicles.**

Offices of State agencies desiring to rent motor pool vehicles shall establish an account with the motor pool. Requests to establish a motor pool account must be in writing to the Automotive Management Division operations supervisor and include the office that will be responsible for payment (Department, Division, Branch, Section, or Unit), the billing address, name of the supervisor, name of the contact person, telephone number of the contact person. In an emergency, state offices that do not have a motor pool account and need to rent a motor pool vehicle shall contact the motor pool supervisor.

- A.     Motor Pool vehicles may be assigned for use as follows:
  - 1.     Daily rental.  
This arrangement allows agencies that do not require the use of a motor pool vehicle on a continuing basis to rent motor pool vehicles. One-day notice to the motor pool supervisor is required.
  - 2.     Long-term rentals.  
Requests for long-term rentals shall be submitted in writing to the automotive management division operations supervisor and include:
    - a.     reason(s) for the need of the vehicle(s).
    - b.     period of time vehicle(s) will be required; and in the event the request for the vehicle(s) cannot be accommodated or is denied, the division operations supervisor shall suggest alternate means of transportation and the reasons for the denial.
- B.     Monthly rental vehicles with low average monthly mileage may be withdrawn from the assigned department unless the low mileage can be justified.

## **Section 8                      Rental Rates and Billing.**

- A.     Motor pool vehicle rental rates are based on the cost of acquiring vehicles, the cost of maintaining and operating vehicles, and the cost of operating the motor pool. Rates and program parameters may be changed by the Division Administrator whenever such changes are necessary to meet the expenses of the motor pool. Rate changes shall take effect thirty days after notice has been given to agencies utilizing motor pool vehicles. The present rental rates for motor pool vehicles are as follows:

### **DAILY RATES:**

Compact	\$65/day for the first 40 miles
Full-size	\$70/day for the first 40 miles
Minivan	\$75/day for the first 40 miles

\*Mileage charge of \$1.00 per mile after the first 40 miles.

### **MONTHLY RATES:**

Compact	\$780/month for the first 400 miles
Full-size	\$840/month for the first 400 miles
Minivan	\$900/month for the first 400 miles

\*Mileage charge of \$1.00 per mile after the first 400 miles.

Contact the Motor Pool Supervisor-586-0345

- B. Monthly billing for collections, supported by travel logs, shall be emailed to the responsible agency by the motor pool no later than the fifteenth day of the following month.
- C. All renting agencies shall have thirty days to make payment for services to the motor pool.
- D. Chronic or prolonged delinquency in payment shall be grounds for cancellation of vehicle assignment.

### **Section 9                      Travel Logs.**

- A. Daily rental drivers of motor pool vehicles shall draw a pre-numbered Form AMD-MP-001, Request for Vehicles, and Daily Travel Log. Before a motor vehicle is assigned by the dispatcher, the driver shall enter on the form AMD-MP- 001, the rental date, department, division, program, name, driver's license number, license number of the motor pool vehicle, and the time vehicle was checked out. At the vehicle, the driver shall check the vehicle for existing damage, note damage and enter starting odometer reading onto Form AMD-MP-001. Upon return of the vehicle to the motor pool the driver shall complete AMD-MP-001 and return the form to the motor pool office. The motor pool personnel shall check in the vehicle and issue agencies a copy of AMD-MP-001.

- B. Monthly rentals:

To submit the vehicle travel logs (odometer reading) using a link from email, first open the email and click the provided link. Mileage that was not received for this month will be added to the following month's mileage charges.

### **Section 10                      Garaging/storing Motor Pool Vehicles.**

- A. Vehicles garaged/stored at the motor pool:
  - 1. vehicles garaged/stored at the motor pool shall be returned to the motor pool at the end of each day or upon completion of use of the vehicle.

2. whenever a motor pool vehicle is used on Saturday, Sunday, or a holiday, the automotive management division motor pool supervisors' approval is required. When work assignments require employees to use motor pool vehicles on weekends or holidays, an employee may be assigned a vehicle on the preceding workday afternoon and arrange to have the vehicle garaged/stored at his private residence or at other locations as approved by the automotive management motor pool supervisor.
  3. If it is necessary to garage/store a vehicle in a commercial parking facility, such a fee shall be the responsibility of the driver or the rental agency.
- B. Vehicles garaged/stored at satellite stations. Motor pool vehicles may be garaged/stored at other permanent locations on a continuing basis with the approval of the automotive management operations supervisor.

### **Section 11 Authorization for Personal Use of a State Vehicle.**

Personal use of a government vehicle is prohibited by Chapter 105-1, H.R.S. Exceptions may be permitted subject to the provisions of Chapter 105-2, H.R.S. and the procedures contained in Administrative Directive No. 7, dated October 7, 1963. All permits for the personal use of a state vehicle require the approval of the Comptroller.

### **Section 12 Care and Maintenance of Vehicles.**

- A. The motor pool shall be responsible for the proper care and maintenance of its vehicles.
- B. The driver shall be responsible for the proper operation of the vehicle assigned to him/her and report all vehicle discrepancies to the motor pool supervisor. Form AMD-MP-003, Operator's Report of Vehicle Deficiency forms are available to drivers for use in reporting defective items or mechanical failures found or encountered on vehicles assigned. Forms shall be completed by the driver and turned into the dispatcher or the motor pool supervisor promptly.
- C. The motor pool shall maintain records on each vehicle and services performed at specific intervals as recommended by the automobile manufacturers.
- D. The following shall be checked when the vehicle is being fueled: 1) engine oil level; 2) coolant level; 3) battery water level; 4) proper inflation of tires; and 5) visual inspection of the engine compartment for defects or improper adjustments.
- E. Drivers and/or agencies who rent motor pool vehicles on a long-term basis and are authorized to have the vehicle garaged/stored at satellite stations or at a private residence shall return the vehicle to the motor pool for preventive maintenance services as scheduled by the motor pool. In addition, once each month, supervisors whose agencies are assigned long-term rental vehicles not

garaged at the motor pool shall arrange to have these vehicles fueled and full service checked at the motor pool by motor pool staff. When a rental vehicle is being serviced, a loaner vehicle may be provided by the motor pool.

**Section 13                      Emergency services.**

- A. When it is necessary for motor pool vehicle renters to make purchases of items necessary for the safe operation of a motor pool vehicle from sources other than the motor pool or from vendors pre-approved by the motor pool in certain situations and emergencies- and be reimbursed for such purchases, the operator of the vehicle or their supervisor will consult with the motor pool supervisor where these goods or services shall be purchased. In such an event, vehicle operators must verify that invoices signed by them are accurate with respect to quantities and amounts charged. The driver's signature shall ensure that the amounts are correct, and the items have been received. The driver shall also ensure that the vehicle odometer reading, license plate number, and the make and model of the vehicle are recorded on the invoices when signing their name.
- B. All emergency purchases will require the motor pool supervisor or, in his absence, the division operations supervisor's approval prior to any purchases made for any motor pool vehicle.
- C. All emergency purchases after motor pool hours shall be limited to minor purchases only. Reimbursement by the motor pool for such purchases requires an original invoice (or confirmation by the vendor that the invoice is original), the vehicle for which the purchase was made, the odometer reading at the time of purchase, and being limited only to the good or service necessary. For emergency towing services after hours, see Section 14.

**Section 14                      Towing Services.**

- A. When a motor pool vehicle requires towing services during the workday, the motor pool supervisor or designee shall be notified. If emergency towing is necessary after motor pool hours and the motor pool supervisor or the operations supervisor cannot be reached for authorization, the tow service contractor (Telephone number affixed to the dashboard of each vehicle) shall be notified, and the vehicle shall be towed to the motor pool. The motor pool supervisor shall be notified of any towed vehicle at the start of the next working day. Otherwise, any storage charges shall be borne by the user agency.
- B. Generally, all towing fees shall be the responsibility of the motor pool. However, towing service fees resulting from questionable driver judgment will be charged to the agency.

**Section 15                      Automotive Services for Non-Pool Vehicles.**



- A. Gasoline, oil, maintenance services, and minor repairs may be arranged and furnished by the motor pool for state-owned vehicles not assigned to the motor pool. Arrangements for servicing and repairs shall be scheduled and coordinated with the motor pool supervisor.
- B. Rates shall be established and charged to agencies utilizing these services and billed accordingly. Agencies desiring motor pool repair services must establish an account with the motor pool.

#### **Section 16 Accident Reports.**

- A. In case of an accident, promptly report the accident to the police and complete accident report forms (RMA-002, State of Hawaii, Drivers Report of Accident), which are kept in the glove compartment of each vehicle. The form is to be completed at the scene of the accident and used as a reference to complete Form RMA 001, Automotive Loss Notice. A copy of the RMA-002 should be sent to the DAGS-Risk Management Officer. The motor pool staff shall assure you that the RMA-002 is in the glove box of each motor pool vehicle. The driver of a motor pool vehicle involved in an accident shall complete Form RMA-001, Automotive Loss Notice, and submit the form to the motor pool supervisor by the next working day following the accident. If for any reason the driver is unable to complete the form, the supervisor shall complete RMA-001. The motor pool shall not provide a loaner vehicle until it receives a completed Form RMA-001.
- B. The driver of any motor pool vehicle that is involved in an accident must promptly report the accident to the police and, thereafter, the motor pool supervisor and their respective supervisors. All accidents must be reported to the police and the motor pool supervisor even though another vehicle is not involved or there are no apparent injuries or damage.
- C. The original Form RMA-001 shall be submitted to the motor pool and the agency shall retain a copy for its files.

#### **Section 17 Automobile Insurance.**

All state-owned vehicles are insured and in compliance with the Hawaii No-Fault Law. Coverage includes no-fault benefits (or personal injury protection), residual bodily liability, and property damage liability. Coverage protects state officials, employees, and other authorized licensed drivers operating vehicles owned by the State. Medical benefits are provided under the state workers' compensation law when state drivers or employee passengers sustain injuries.

#### **Section 18 Publication of policies and Procedures of Operation.**

- A. The automotive management division operations supervisor, or his designated staff member, shall prepare and make available to all employees using motor pool vehicles the following: 1) policies and procedures governing the operations of the

motor pool; 2) accident reporting procedures and reporting forms, current no-fault cards, and certificate of ownership, all to be contained as part of the kit to be kept in the glove compartment of each vehicle; and 3) any other information which, at the discretion of the comptroller, is pertinent to the efficient, safe, and economical operation of motor pool vehicles.

- B. The comptroller will periodically submit a report to the Governor of the State of Hawaii, with a copy to the Director of Finance, on the operation of the motor pool and shall recommend such changes in these policies and procedures as may seem necessary and desirable.



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Keith A. Regan  
Comptroller  
Department of Accounting and General Services

Dated: Apr 28, 2025