



UCAR Program Procedure

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UCAR Locations

Seattle Campus:

Central Plaza Garage Level C1, accessible from Kane Hall and Gerberding Hall entrances from Red Square or the Parking Gatehouse entrance on 15th Ave NE

E2 Parking Lot On 25th AVE NE, South of University Village

N22 lot Located across the street from the Hall Health building

Portage Bay Parking Facility (formally the West Campus Garage) 3745 15th Ave NE, across from the Foege Genome Sciences and Bioengineering Building.

South Campus Center Located behind the UW Medical Center on the 2nd floor, near the north main stairwell. Mid-Level between M17 and M18.

UW Tower A Garage Level 4E in the A Garage next to the elevator

UW Bothell Campus:

UW Bothell Located on the 4th level of the South Parking Garage

Getting Started

GETTING STARTED

If you are a current University of Washington Staff, Student or faculty member, you may rent a UCAR. All you need is your UW Net ID to get started. A UCAR may only be used for official University business.

SIGN UP FOR A UCAR ACCOUNT

You *must* have a UCAR account set up to rent a UCAR. Access the UCAR account form by visiting our web site uwfleet.com

You will need the following to set up the account:

- Current e-mail address
- Driver license number and expiration date
- Budget number(s) from your department
- Budget number authorizer's UW Net ID
- Budget number billing contact UW NET ID

Once Fleet Services has received this information, we will process your request and you will be set up in the UCAR system. A confirmation e-mail of your UCAR account will be sent and you are now ready to rent a UCAR. **As a UCAR driver, you must read the Fleet Services Operations Program Policy: Manual for drivers.** http://www.washington.edu/facilities/transportation/fleetservices/vehicle_policy/manual.php



Making a Reservation

The most efficient way to make a reservation, is by using the Fleet Services On-Line Reservation System. Reservations may also be made by phone at Fleet Services Rental Office at 206-221-3594.

TO MAKE AN ONLINE RESERVATION:

- Go to www.uwfleet.com
- Select the Rent a Vehicle option on the left side of the web page
- Select UCAR Hourly Rental
- Sign in with your UW NetID
- Select the UCAR reservation button and reserve your vehicle

The UCAR Reservation System: New Reservation Tab

program coordinator Larissa Austin, la0

User number PIN [Login](#) [Logout](#)

New Reservation | Graphical Reservation | My Reservations | Ride-Sharing | My Trips | My Account

City:

Location:

Vehicle:

Location Note: Located on Stevens Way directly across from the Hall Health Building. Parking permits for personal vehicles not available at this location.

Vehicle Note:

Day	Month/Year	Hour	Minute
Start of reservation today tomorrow			
<input type="text" value="04th"/>	<input type="text" value="Oct 2010"/>	<input type="text" value="11am"/>	<input type="text" value="45"/>
End of reservation today tomorrow			
<input type="text" value="04th"/>	<input type="text" value="Oct 2010"/>	<input type="text" value="noon"/>	<input type="text" value="15"/>

Start of reservation

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

[Send reservation request](#) |
 [Reset to original data](#) |
 [Graphical reservation](#)

From the New Reservation Tab, select location, vehicle type and desired start and end time. Click Send reservation request

Done Local intranet 100%

The UCAR Reservation System: Graphical Reservation Tab

program coordinator Larissa Austin, la0

User number PIN [Login](#) [Logout](#)

[New Reservation](#) **[Graphical Reservation](#)** [My Reservations](#) [Ride-Sharing](#) [My Trips](#) [My Account](#)

Overview at location from for days [Reload](#)

Please mark the reservation time period with your mouse (2 clicks). ■ = vehicle available ■ = vehicle occupied ■ = own reservation ■ = other

Location: E-2 Lot on Mon 04th Oct. 2010

	12am	01am	02am	03am	04am	05am	06am	07am	08am	09am	10am	11am	noon	01pm	02pm	03pm	04pm	05pm	06pm	07pm	08pm	09pm	10pm	11pm
<input type="checkbox"/> 5 Passenger 4x4 hybrid																								
<input type="checkbox"/> 5 Passenger 4x4 hybrid																								
<input type="checkbox"/> 5-passenger 4x4																								
<input type="checkbox"/> 5-passenger 4x4																								
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<input type="checkbox"/> 6-passenger 4x4																								
<input type="checkbox"/> 6-passenger 4x4																								
<input type="checkbox"/> 6-passenger 4x4																								
<input type="checkbox"/> 7-pa																								
<input type="checkbox"/> 7-pa																								
<input type="checkbox"/> 7-pa																								
<input type="checkbox"/> 8-pa																								
<input type="checkbox"/> 8-passenger 4x4																								

[Request selected reservation](#) [Reset selection](#) [Show vehicles at neighboring locations as well](#) [Abort operation](#)

Done Local intranet 100%

The Graphical reservation tab shows a one day screen shot of what is available at your desired location. You may change the date from the drop down menu. Available times are in green, To reserve from this screen, click and drag your mouse for the desired time. When you have a solid blue line with your desired reservation time click, Request selected reservation

The UCAR Confirmation Page

program coordinator Larissa Austin, la0

User number PIN [Login](#) [Logout](#)

[New Reservation](#) [Graphical Reservation](#) [My Reservations](#) [Ride-Sharing](#) [My Trips](#) [My Account](#)

Please confirm the following reservation:

City	Seattle - UW Campus
Location	E-2 Lot
Location note	Located off of 25th just south of U-Village, near Fleet Services. Parking permits are available to park your personal vehicle at this location ONLY. Parking permits are in the glove box of the UCARS.
Vehicle	6-passenger 4x4
Vehicle note	6-passenger 4x4. Chevrolet Tahoe, Ford Expedition. Hitch.
Start of reservation	Mon 04 th Oct. 2010 03:15 pm
End of reservation	Mon 04 th Oct. 2010 03:45 pm

Additional reservation information:

Drivers Name	<input type="text"/>
Budget No.	14-9474
(M)ask Code	<input type="text"/>
(O)ption Code	<input type="text"/>
(P)roject Code	<input type="text"/>
License and Policy Agreement	<input type="checkbox"/> I have a valid driver's license. I am an authorized UW Driver and have taken Fleet's basic driver training. I have read Fleet Services Program Policies and Procedures. If I am turning the vehicle over to another UW driver or am making a reservation on another UW drivers' behalf, I will ensure they also meet these policy criteria. view policy
Destination <input type="radio"/> Seattle <input type="radio"/> Tacoma <input type="radio"/> Olympia <input type="radio"/> Bothell <input type="radio"/> Eastern WA <input type="radio"/> Outside Seattle <input type="radio"/> Outside WA State <input type="radio"/> Not on the list	
Please provide specific destination: <input type="text"/>	
Post trip for ride-sharing	<input type="checkbox"/>
Ride-share policy	Click here to view ride-share policy
If you have rented a U-CAR vehicle before, how satisfied were you with the program?	<input type="radio"/> 1 not satisfied <input type="radio"/> 5 <input type="radio"/> 2 <input type="radio"/> 6 <input type="radio"/> 3 <input type="radio"/> 7 very satisfied <input type="radio"/> 4 <input type="radio"/> N/A

From the confirmation page, you can confirm your location, vehicle type and date of rental. You may also input drivers name, if different from your self, select budget number and optional codes.

From this page you must agree to the license and policy agreement and you may also post your trip for ride sharing if you like.

More reservation information may be entered at the bottom right (*not shown*)

Click confirm when done

[Confirm](#) [Change data](#) [Abort operation](#)

Done Local intranet 100%

UCAR Ride Share

program coordinator Larissa Austin, la0

User number PIN [Login](#) [Logout](#)

[New Reservation](#) [Graphical Reservation](#) [My Reservations](#) [Ride-Sharing](#) [My Trips](#) [My Account](#)

Ride-Sharing

Location of departure in

Period from for days

[Reload](#)

Destination	City of departure	Location of departure	Start of reservation	End of reservation	Vehicle	Email
Bothell - UW Bothell campus	Seattle - UW Campus	E-2 Lot	Mon 04 th Oct. 2010 10:00 am	Mon 04 th Oct. 2010 10:30 am	Explorer #812	Email
Olympia - Downtown olympia	Seattle - UW Campus	E-2 Lot	Tue 05 th Oct. 2010 08:00 am	Tue 05 th Oct. 2010 04:30 pm	Minivan #903	Email
Seattle - Ballard	Seattle - UW Campus	E-2 Lot	Mon 04 th Oct. 2010 03:30 pm	Tue 05 th Oct. 2010 12:00 am	Explorer #812	Email

To view available UCAR trips for ride-share, click on the ride-sharing tab.
If you are interested in asking a fellow UCAR member if you may share a UCAR trip, click on E-mail for the trip you would like to share and an email message screen will pop up in a new window

Local intranet 100%

Online Reservation Quick Tips

How do I update a reservation?

- Reservation **times** may be only be updated **prior** to reservation start time
- You may update driver, destination, budget number and reservation information at any time during your reservation
- Select the MY Reservations tab
- Select “Change” to the right of the selected reservation
- Update information
- Select “Send Modification Request”
- Check and make sure the changes are correct
- Select confirm

Can I book a specific vehicle?

- UCAR rentals may only be selected by vehicle type and not a specific vehicle number
- If you don't see the type of vehicle you want at one location, select a new location as it may have different vehicle types

Cancelling a reservation before start time

- Select the My Reservation tab
- Select “cancel” to the right of the selected reservation
- Select “confirm”

Cancelling a reservation after start time

- Call in cancellation at 221-3594 or email fsrent@uw.edu. and your reservation will end effective from the time Fleet receives your request to cancel.

What if I return my UCAR early?

- Contact Fleet services if you are returning your vehicle early and your reservation will end effective from the time Fleet receives your request to return early
- Updating your rental for an early return may reduce reservation booking time charges

Online Reservation Quick Tips Cont.

How do I add a new budget to my UCAR account?

- Log into the Fleet Services online system and **add new budget** from **Update Profile**
- OR contact Fleet Services at 206-221-3594

Sending comments to Fleet Services.

- Select an existing UCAR reservation from My Reservations or My Trips tab
- Select “comment”
- Check off the appropriate box and write in any other comments and select “submit”
- This is a great tool to utilize after your trip to let Fleet know if the UCAR you had was low on fuel or if you had any issues with the UCAR

How to look up a key manager access code for a reservation?

- Select My Reservations tab
- Your key manager access code will be listed under “Access code”

How do I post my UCAR reservation for Ride Share?

- Check the “post trip for ride-sharing” when you are confirming a new reservation

How do I find a trip for Ride Share and contact the other person?

- Select the Ride Share tab
- If you see a ride that may work for you, click the email link and an auto email will pop up
- Keep in mind the ride will be charged to the individual who has the UCAR reservation
- Fleet may not split Ride Share trips between two budget numbers

Picking up a UCAR

The UCAR vehicles are located at 6 different locations on the Seattle Campus and one location at UW Bothell. All locations are listed earlier in this procedure. Make sure you know which location you are picking up the UCAR from before heading out

Once you have received a key manager access code from the online system you may use the Key Manager to retrieve a set of keys for your rental. **YOU MUST HAVE YOUR KEY MANAGER ACCESS CODE TO PICK UP THE KEYS FROM THE KEY MANAGER.**

Getting the UCAR key

- Enter your key manager access code "C12345" at the key manager
- Pull the handle to open the door
- The UCAR you are supposed to take for your rental will have a **green light** illuminated directly over it. **Caution: Take only the specified key**
- Please don't forget to close the door.

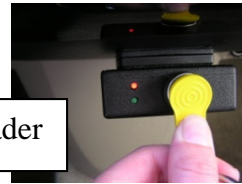
Pre and Post Vehicle Inspection

- Perform a walk around the vehicle to check for damages. To report damage, complete the Damage Tracking Diagram located in the glove box. Notify us as soon as possible via email at fsrent@uw.edu or by phone at 206-221-3594.

Prius UCAR Starting Instructions



Data Key Reader



Power

Key

Gear

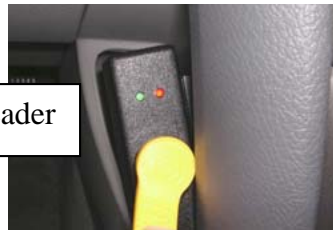
- 1 Hold the silvery button on the **yellow wand** for **about one second** onto the **data key reader** until the **red light** turns to a **green light**. Now you have one minute to start the car. If you take longer, the green light turns to red again and you have to repeat this process.
2. **Insert the key** (Black remote) into the designated area between steering wheel and gear shifter
3. **Depress the brake pedal + press the power button** (if you depress the power button before the brake pedal, the vehicle will not start)
4. Put the vehicle in gear and you're ready to go!

INSTRUCTIONS FOR STARTING VEHICLES ARE IN THE GLOVE BOX OF ALL UCARS

Camry UCAR Starting Instructions

1. Hold the silvery button on the **yellow wand** for about one second onto the **data key reader** until the **red light** turns to a **green light**. Now you have one minute to start the car. If you take longer, the green light turns to red again and you have to repeat this process.

Data Key Reader



2. Since **there is no physical ignition "Key"** for this vehicle, you may put Key FOB in your pocket, bag or in the middle console
3. **Depress the brake pedal and press "Power"** button at the same time (If you depress the power button before the brake pedal, the vehicle will not start).

Power



4. Put the vehicle in gear and you're ready to go!

INSTRUCTIONS FOR STARTING VEHICLES ARE IN THE GLOVE BOX OF ALL UCARS

Generic UCAR Starting Instructions

1. Hold the silvery button on the **yellow wand** for about one second onto the **data key reader** until the **red light** turns to a **green light**. Now you have one minute to start the car. If you take longer, the green light turns to red again and you have to repeat this process.



2. Insert key into the ignition, and start the vehicle.
3. Put the vehicle in gear and you're ready to go!

INSTRUCTIONS FOR STARTING VEHICLES ARE IN THE GLOVE BOX OF ALL UCARS

Returning the UCAR

- When you are back at the parking area from which you picked up your vehicle and want to end the trip, press the yellow data key for about two seconds onto the data key reader until the green light turns **red**. You have then successfully logged off the onboard computer and collected your trip data. **You must return the UCAR to the location that you picked it up from.**
- Make sure you have all your belongings before exiting the vehicle.
- Close all doors and lock the car. Double check that the doors are closed
- Return your key back to the key manager by entering your confirmation no. **YOU MUST HAVE YOUR KEY MANAGER ACCESS CODE TO RETURN THE KEYS TO THE KEY MANAGER.**
- Open the key manager and insert the yellow wand in any of the free slots. **Do not leave key on the bottom of key manager**
- Close the door and make sure it is fully closed.
- The trip data of your trip will be displayed.
- Now that the UCAR usage has increased, its extremely important that the UCARS are returned on time
- Contact Fleet Services immediately if you know you will be delayed in returning your UCAR at 221-3594



Lost and Found

Found item

- Call Fleet Services at 206-221-3594 or send an email to fsrent@uw.edu
- Place found item in the trunk of the vehicle

Lost item

- If the key has been returned to the key manager and you still have time left on your reservation, just enter your key manager access code and remove key. Use the same confirmation code to return key, once you have retrieved the lost item
- If the reservation period has ended and the vehicle is at the UCAR station, the user may call Fleet Services to request access to the vehicle.
- If the reservation period has ended and the vehicle is out on another rental, call Fleet Services to coordinate a time to access the vehicle



Fueling UCAR

Whenever the gas gauge reaches one quarter of a tank or less, UCAR members must refuel the vehicle

Fueling on Campus

- If within a 5 mile radius from campus , UCAR members are required to fuel at Fleet Services Operations, address 4659 25th Ave NE, Seattle Washington, 98105 (across the street from University Village). Instructions for fueling are located at the fuel pumps or you may ask any Fleet Services staff member for assistance.

Fueling off campus

- If UCAR members are away from campus, a Comdata fuel card is provided with each key which may be used at any major retail fueling station. Each Comdata Card will require a pin number and odometer reading when fueling. The Pin number is located in the Comdata brochure which is located on the glove box of every UCAR.
- All fuel receipts must be returned to Fleet Services at campus box 354270 or mailed to 4659 25th Ave NE, Seattle Washington, 98105

Parking the UCAR

- UCARS may be parked free of charge in any general UW parking location and any metered parking stall within the City of Seattle. Rules of UW reserved parking, City of Seattle metered parking guidelines and other parking notices must be followed.
- Additional parking information listed in the Fleet Services program policy for drivers.

Parking Personal Vehicles in UCAR stalls

The UCAR confirmation email, which has the UCAR reservation information, includes a University of Washington parking permit for UCAR members to park a personal vehicle in a UCAR stall for the duration of their UCAR rental. The permit will be located in the lower portion of your email and should print on a separate page for your convenience.

Permit may only be used in the lot from which the member is picking up their UCAR.

If a personal vehicle with a UCAR permit is parked in a UCAR stall after the reservation time has ended, the personal vehicle may be ticketed or towed.

Billing

- All UCAR rentals will be charged to a six digit University of Washington departmental budget number. When setting up your UCAR account, you may add which budget numbers you would like to use. The UCAR on line system allows you to select which budget number you would like to charge for each reservation. Only one budget number can be used per rental.
- Fleet Services is a Project Task Accounting member and the option is available when requesting your UCAR reservation.
- Billing is automatically charged to the budget via ISD and a copy of the trip detail is sent to the billing contact via email.
- UCAR costs include hourly rate, mileage, fuel costs, damage fee and parking
- Visit the Fleet Services web site to view rates
- Hourly costs are calculated by booked reservation time (e.g. a reservation booked from 9 to 11 however, used from 10 to 11, will be charged from 9-11). If the actual trip is longer than the booked period, costs are calculated per 15 minute intervals and a fee may apply to cover the cost of alternative transportation to the next renter.

Fees

- Alternative transportation for late return fee: If a rental vehicle is returned late and Fleet Services is not notified in advance, a fee will be charged to cover the cost of alternative transportation to the next renter. The fee will cover any additional costs (difference between Fleet Services rental rate and Enterprise, taxi, or other alternative mode of transportation.) A late fee will not be charged if Fleet Services is contacted in advance and can coordinate other arrangements at no additional costs.
- Cleaning fees for unusually dirty vehicles Detailing fees to detail vehicles due to interior spills, smells (cigarettes), etc.
- Ignition Replacement Fee: The cost to replace the UCAR key is \$310 (\$185 for key , \$100 for labor costs and \$25.00 for credit card holder)
- Lost Credit Card Fee: \$25.00 fee for lost credit card
- Review the Fleet Services Program Policy for additional fees