

# St. Lawrence Parks Commission

## Driver's Guide



Prepared By: Fleet Management

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## Introduction

The *SLPC Driver's Guide* is intended to provide drivers of SLPC fleet vehicles with basic information on the use and care of SLPC fleet vehicles. Policies and guidelines describing the conduct required and expected from St. Lawrence Parks Commission employees when using government vehicles for business are based on principles of effective stewardship of public resources, environmental responsibility, safety and positive public perception. All SLPC employees are responsible to understand and comply with these guidelines, policies and directives.

## Fleet Management Contacts

The SLPC Fleet Manager is available to provide advice and help program areas meet their requirements:

Fleet Manager:	Stephan Parisien
Phone:	(613) 551-0843
Email:	Stephan.parisien@parks.on.ca

For fleet-related administrative support services:

M&O Administration:	Steve Sypes
Phone:	(343) 585-2367
Email:	steven.sypes@parks.on.ca

For Maintenance Services:

Maintenance Mechanic:	Jody Beckstead
Phone:	(613) 543-3704 Ext. 2312

## Doing the Right Thing

Government vehicles are public assets and Ontarians expect value for their tax dollars. How fleet vehicles are operated can alter public perception of the St. Lawrence Parks Commission, the Ontario government and its public servants and whether tax dollars are being used appropriately. SLPC fleet vehicles are to be used primarily for government business and should not be used for the transportation of persons or goods unless it is connected with the purpose for which the user obtained the vehicle.

As an SLPC fleet driver, you are expected to comply with all rules and regulations of the road set out in the existing guide, legislation and directives including:

- [OPS Guide to Fleet Management and Vehicle Operations](#)
- [The Travel, Meal and Hospitality Expenses Directive](#)
- [The Management Board of Cabinet Procurement Directive](#)
- [The Ontario Visual Identity Directive](#)
- [The Highway Traffic Act](#)
- [The Smoke Free Ontario Act](#)
- [Income Tax Act](#)
- [Criminal Code of Canada](#)
- [SLPC Act and Regulation 1023](#)

\* Contact Fleet Management to access documents.

As OPS drivers, we can set good examples by complying with all rules and regulations of the road. We can exercise good judgment and discretion on the road and demonstrate courteous behavior to other road users.

Public complaints, related to inappropriate use of fleet vehicles, may be reported by the public and received by Fleet Management. Each of these complaints will be investigated and reported to the driver's manager to take the appropriate action.

## Use a Fleet Vehicle for Economy

Per the Travel, Meal and Hospitality Expenses Directive:

*"When road transportation is the most practical, economical way to travel, the order of preference is:*

- *government vehicle*
- *rental vehicle*
- *personal vehicle, if it is more economical than a rental vehicle"*

## Valid Driver's License

The Highway Traffic Act states that anyone operating a motor vehicle in Ontario must have a valid driver's license. Operating unit supervisors are responsible to ensure any driver of a SLPC fleet vehicle has, at minimum, a valid G2 license before operating that vehicle.

## Distracted Driving Legislation

The purpose of this legislation is to protect your safety by prohibiting the use of handheld cell phones and other wireless devices that may distract and prevent you from operating the vehicle in a safe manner.

Section 78 of the Highway Traffic Act makes it illegal for drivers to talk, text, type, dial, or email using hand-held cell phones and other hand-held communications and entertainment devices. The law also prohibits drivers from viewing display screens unrelated to the driving task, such as laptops or DVD players, while driving. The use of hands-free devices is still permitted, and drivers may use hand-held devices to call 911.

## Personal Travel - Taxable Benefits

Government vehicles are to be used primarily for government business and should not be used for the transportation of persons or goods unless it is connected with the purpose for which the vehicle was obtained by the user. The use of a government vehicle for travel from the employee's normal place of residence to a regular place of employment would be regarded as personal travel except when:

- The employee is returning to work after overnight retention of the vehicle as result of returning directly to residence following official business travel; or
- Commencing official business travel directly from the residence.

Personal use of a government vehicle must have prior management approval **and will generate a taxable benefit to be included in the individual's income for tax purposes in accordance with the Canada Revenue Agency (CRA) Income Tax Act ("ITA")**. All personal travel must be recorded and properly identified in the Vehicle Log Book.

For more information, refer to the "OPS Guideline to Taxable Benefits for Fleet Vehicles".

## Tolls, Parking and Traffic Violations

### 407 Express Toll Route (407 ETR)

- All costs for 407 ETR associated with SLPC fleet vehicles, are the responsibility of the employee's operating unit. Received charges by Fleet Management will be charged back appropriately.

Refer to the [407 ETR Tolls Process](#) for how 407 ETR charges will be billed.

### *Parking Fines*

If a parking fine is incurred, the driver of the vehicle is directly responsible to pay the fine in a timely manner.

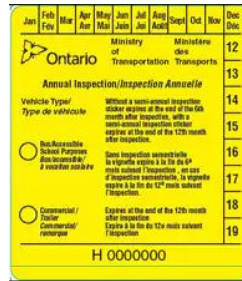
**Owner Liability Offences - Red Light Camera**

Failure to stop at a red light that is detected by a red light camera system is an owner liability offence and will incur a charge. The OPS Fleet Management Centre will not authorize an OPS employee to appear at trial to dispute an owner liability offence while driving any OPS fleet vehicle. Fleet Management will arrange to pay the ticket and pursue recovery with the employee's manager.

**Trailer Towing**

Before towing a trailer:

- Drivers must receive proper trailer-specific training as coordinated by their supervisor.
- Drivers must have the appropriate class of license for the weight of the trailer towed.
- A circle check inspection of the trailer and towing vehicle must be completed prior to use.
- Backing up a trailer requires a spotter (if possible) or driver must ensure a clear reverse path.
- Trailers requiring annual safety inspections must be towed by vehicles that possess an annual safety inspection as well (yellow sticker affixed to windshield). A copy of the trailer inspection certificate must be retained with the trailer and be up-to-date for the current year.



**Maintenance and Repairs**

Most maintenance and repairs should be coordinated with the SLPC Fleet Manager and the in-house Maintenance Mechanic. It is the vehicle's assigned business unit's responsibility to ensure that all required servicing/preventative maintenance is coordinated with Fleet Management at the appropriate service intervals. Vehicles in operation outside of the Maintenance & Operations service area may be taken to an approved ARI Canada supplier for regular maintenance using the unit's issued ARI card. All receipts should be retained and forwarded to Fleet Management.

## In-house Fuel – Central Stores

When conveniently possible, fuel for SLPC fleet vehicles should be obtained from the Central Stores facility at Maintenance & Operations using the key FOB assigned to your vehicle. Each FOB is assigned to a specific vehicle with a unique Personal Identification Number (PIN). FOBs should not be used for any other vehicle or non-vehicle fuel transaction for which it is not assigned. PINs can be obtained by contacting Fleet Management.

Instructions for the Profuel key FOB activated POS:

1. Select Pump 1, 2 or 3 (3 = Unleaded) <Press Enter>
2. Vehicle Badge <Tap with FOB>
3. PIN Code <Enter PIN, Press Enter>
4. Driver Code <Enter "1", Press Enter>
5. Expense Code <Enter Expense Code, Press Enter>  
(Fuel does not get charged to code - only for identification)
6. Ready to Pump  
(Ensure the fuel switch is turned on and the manual counter is reset to zero prior to pumping)
7. After fueling, return pump switch to off position and record total liters into Vehicle Log Book. (POS will automatically shut off.)

## ARI Card

The ARI card is provided to drivers of OPS fleet vehicles for travel within Canada. These cards are to be used at approved ARI vendors and fuel stations. **Personal purchases are strictly prohibited.**

Each vehicle is assigned an ARI card to be used for the purchase of fuel and maintenance for that vehicle. That is, each card is issued to a **specific** vehicle and is only valid for purchases related to that vehicle. ARI cards are **not** transferable between vehicles/equipment.



OPS fleet drivers should not use personal “premium points” loyalty cards in conjunction with the ARI card.

The decision to restrict the use of loyalty cards in conjunction with the ARI card is supported by: *Ontario Regulation 381/07*, made under the Public Service of *Ontario Act, 2006*. Under *O.Reg.381/07*, conflict of interest rules for public servants and former public servants prohibit conduct, benefiting self, spouse or children:

“3. (1) A public servant shall not use or attempt to use his or her employment by the Crown to directly or indirectly benefit himself or herself or his or her spouse or children.”

### **Fuel Purchases**

The ARI card is accepted at most major fuel service stations in Canada. If you are not sure that it is accepted, check with the attendant before making a fuel purchase. (A list of approved vendors can be found on the blue ARI fuel card jacket located in most vehicles.)

Fuel used to operate OPS fleet vehicles and equipment should be purchased at the most competitive price; use **self-serve** stations rather than full-serve where available.

Most OPS fleet vehicles operate on **regular fuel**; exceptions to this will be noted on the vehicle’s gas cap.

ARI cards use a four-digit PIN (driver I.D.) number. Drivers may be asked to enter the odometer reading in conjunction with the PIN. **DO NOT** provide your PIN to anyone!

Be aware that not all fuel stations have portable technology that supports accessible payment using the ARI card with the PIN technology. If you are unsure and require an accessible payment option, inquire with the attendant before making your purchase.

In the event that a non-fuel transaction is declined at check-out you may need to advise the attendant that transactions must be entered as “automotive” items only. Transactions entered as “general merchandise”, “miscellaneous”, “other” or “non-automotive” will result in a declined transaction.



### ***Alternative Payment Methods for Fleet Vehicle Expenses***

When a transaction cannot be processed on the ARI card, fuel and minor maintenance and repairs can still be purchased by:

- Contacting the ARI Maintenance Contact Centre, at **1-800-363-7676**, who may be able to provide authorization on a 24/7 basis to the fuel station; or
- Using another method of payment such as cash, an OPS Travel Card or your own direct debit or credit card. Any fleet vehicle expenses incurred using these methods can be reimbursed by submitting an expense claim.

When travelling outside of Canada, SLPC fleet drivers may also pay with cash, an OPS Travel Card or your own direct debit or credit cards.

### ***Fuel Discounts***

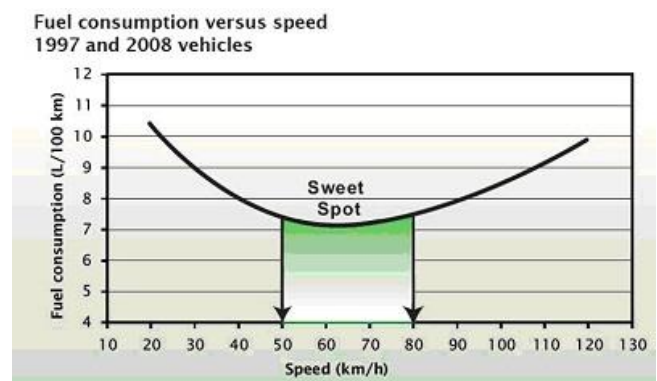
Most fuel suppliers offer government discounts on fuel purchases for OPS vehicles. This discount is not reflected at the pumps but is applied to ARI card purchasing invoice. Approximate fuel discounts are listed in the table below.

Vendor Name	Discount Per Liter
Canadian Tire	\$0.0250
Chevron	\$0.0200
Drummond	\$0.0275
Esso	\$0.0170
Fas Gas/RaceTrac/Cango	\$0.0195
Federated Co-op	\$0.0250
Group Harnois	\$0.0163
Husky/Mohawk	\$0.0270
Irving	\$0.0250
MacEwen	\$0.0250
Mr. Gas	\$0.0114
Petro-Canada	\$0.0100
Petroles Crevier	\$0.0130
Pioneer	\$0.0195
Shell	\$0.0150
Sonic	\$0.0195
Ultramar	\$0.0230
UPI	\$0.0130

## Fuel Efficiency – Reduce Greenhouse Gas Emissions

As public servants we have an obligation to operate fleet vehicles in a manner that minimizes fuel consumption. Reducing fuel consumption not only contributes to cost savings but also benefits the environment by reducing total GHG emissions. We can achieve reductions by practicing some simple strategies:

- Alternatives to Travel – Can in-person meetings be replaced with tele-conferencing or video-conferencing (Teams)?
- Electric Vehicles – Whenever possible, electric vehicles should be utilized for shorter, local trips.
- Consolidated Travel – When possible, schedule travel needs so that multiple trips can be consolidated. Proper planning is the key!
- Pick-up/Delivery Service – Send a Netfacilities work order to Maintenance to request pick-up or delivery of items to and from your site.
- Carpooling – When extended travel is necessary, make every reasonable effort to ensure all carpooling options have been considered. Consult pool vehicle Outlook calendars to view travel plans of other staff to see if travel plans coincide.
- Regular Servicing – always refer to the oil change sticker located in the top left corner of the windshield. Schedule a suitable time for the oil change with the in-house Maintenance Mechanic or otherwise, the nearest vendor of choice. A finely tune engine contributes to greater fuel efficiency.
- Snow Tires – If a SLPC vehicle has snow tires installed, arrange to have tires exchanged as early in the spring as safely possible.
- Excessive Idling – Excessive idling wastes an enormous amount of fuel and money and generates needless greenhouse gas (GHG) emissions. With computer-controlled, fuel-injected engines, you need no more than 30 seconds of idling on winter days before driving away. Contrary to popular belief, the best way to warm up your vehicle is to drive it. Ten seconds of idling can use more fuel than turning off the engine and restarting it. If you're stopped for more than 10 seconds (except in traffic), turn off the engine.
- Air Conditioning – Minimize the use of air conditioning whenever possible.
- Avoid Speeding – While an important factor in reducing fuel consumption, **driving at speeds exceeding the posted limit is against the law and is strictly prohibited at the SLPC.** All vehicles have a “sweet spot” where peak efficiency can be reached. Generally, fuel economy is maximized when acceleration and braking are minimized. So a fuel-efficient strategy is to anticipate what is happening ahead, and drive in such a way so as to minimize acceleration and braking, and maximize coasting time.



## Pool Vehicles

*Pool vehicle sign-out procedures are currently under review. Once complete, appropriate staff will be alerted and this document will be updated.*

Before departure, be sure to acquire the unique fuel card PIN(s) for the associated pool vehicle from Fleet Administration. For security reasons, do not store PIN(s) anywhere in the vehicle or vehicle log book.

After use, all conditions as listed in the "Daily Vehicle Check" section of this guide must be completed and the key(s) returned to its designated location.

### ***Carpooling/Extended Travel***

When travelling extended distances, particularly between Morrisburg and Kingston, drivers must take every opportunity to ensure all carpooling options are explored. The Outlook pool vehicle calendar "Vehicle Reservation Morrisburg" should be used to assist in identifying these carpooling opportunities.

When sharing a ride, passengers can save the SLPC and their operating units costly fleet charges by splitting the total kilometers driven into proportional segments by code in the vehicle log book. More importantly, carpooling is a productive strategy in reducing GHG emissions.

### ***Electric Vehicles***

In locations where electric vehicles are available, staff should optimize the use of these vehicles for local travel and short trips (less than 100 km total) whenever possible. Upon return, the vehicle should be plugged in at the designated charging station.

## Daily Vehicle Check

Each SLPC vehicle is equipped with a Vehicle Log Book. Drivers are expected to write down all vehicle defects, **call and inform your Supervisor of these issues**, and to record the vehicle's daily beginning and ending odometer readings. A Vehicle Log Book is located in each SLPC vehicle.

Before operating an SLPC vehicle, check the vehicle to the degree you feel comfortable:

- At minimum, walk around the vehicle looking for any visible physical damage and check that all lights, indicators and gauges are working. (See inside cover of Vehicle Log Book for complete checklist.) If a defect is identified, you may forward a completed "Motor Vehicle Defect Action Request" form (as found near the back of the vehicle log book) to Fleet Management.
- Check the status of the vehicle "Next Service Due" windshield sticker and contact Fleet Management or Mechanic if the vehicle is due for servicing.
- In the winter, it is good practice to check the vehicle for a snow brush and to check windshield washer fluid levels before travelling.
- Along with the vehicle log book, each vehicle should contain the blue ARI "Driver Package" booklet, a First Aid kit and this SLPC Driver's Guide with blank Collision Report form.
- In case of emergency, driver should ensure that their mobile phone is fully charged prior to departure.

After operating an OPS vehicle, please ensure the following:

- The Vehicle Log Book entry is completed in full.
- The fuel tank is at least half full.
- All personal items, garbage, etc. are removed from the vehicle.

**It is the responsibility of the vehicle's assigned driver/operating unit to ensure that both the interior and exterior of the vehicle maintains a presentably clean and uncluttered appearance. Vehicles should be washed/cleaned on a regular basis.**

- Vehicle is locked and keys are returned to a secure location.

## Vehicle Log Book

It is the responsibility of every driver to complete in full detail the required information in the Vehicle Log Book daily. The information there-in is used to monitor usage levels, identify vehicle defects and assign costs to expenditure codes as part of the fleet recovery program. The Log Book should remain inside the vehicle at all times when the vehicle is driven.

MONTH		LOCATION		VEHICLE NO.		VEHICLE LICENCE NO.				
DATE	DRIVER'S NAME	VEHICLE INSPECTED	SAFETY DUE DATE	NOTE DEFECTS	Details of Trips	Fuel - litres		ODOMETER READING	KM	Expenditure Code
						Gov.	Other			
						L	I			
						\$	O			
						L	I			
						\$	O			
						L	I			
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L = Litres \$ = Amount I = In O = Out

- DATE** – Enter the date the trip took place.
- DRIVERS NAME** – Please print name legibly.
- VEHICLE INSPECTED** – Confirm circle check has been completed.
- SAFETY DUE DATE** – Check to confirm annual safety is up to date (if applicable).
- NOTE DEFECTS** – Briefly describe details of any marks, dents or mechanical issues.
- DETAILS OF TRIPS** – Note departure/arrival locations and purpose of trip (if necessary).
- Fuel – liters** – Enter fuel amount and cost if acquired.
- ODOMETER READING** – Record departure (“O”-Out) and arrival/return (“I”-In) odometer readings.
- KM** – Enter total kilometers driven (“I” minus “O”).
- EXPENDITURE CODE** – Enter code to which recoveries will be charged. If you are not sure, please consult with your supervisor/manager. Each entry must be coded.

Vehicle log pages should be removed (with fuel receipts) and forwarded to Fleet Management after the fifteenth of each month. Supervisors should verify log details prior to submission.

**A copy of the vehicle registration, insurance slip, Profuel key fob and ARI fuel card (obtain PINs from Fleet Administration) are located in the back pocket of each log book and should be retained with the vehicle at all times.** If any of these items are missing, Fleet Management should be notified immediately.

## About the Fleet Recovery Program

The fleet recovery program aims to provide a fair, cost-effective approach to managing the SLPC fleet of vehicles. The current Ministry of Ontario recovery rate of \$.40 per kilometer driven (\$.20 for EVs) is applied to all owned SLPC vehicles on a monthly basis. This rate covers almost all costs related to operating and maintaining a vehicle, including:

- Fuel (via Central Stores or ARI fleet card)
- Preventative maintenance (oil changes, tires, etc.)
- Repairs
- Insurance
- Administrative costs

*\* Repairs and other costs related to incidents/accidents or vehicle misuse may be charged directly to the operating unit to which the vehicle is assigned.*

On a monthly basis Fleet Management will reconcile log sheets for each vehicle and consolidate accrued kilometers based on the expenditure codes identified. This information is summarized and submitted to Accounts Payable near the end of each month to expense the appropriate accounts.

Historic fleet records are retained by Fleet Management. Operating units may request usage information as required.

Note: All costs related to lease/rental vehicles are charged directly to the operating unit to which the vehicle is leased. As such, lease/rental vehicles are excluded from the fleet recovery program.

## Emergency Roadside Assistance

For procedures related to collisions/vehicle damage, please refer to the following section, "Collisions".

In the event of a vehicle breakdown, flat tire, outage of fuel, locked-in keys or other emergency situation:

During regular business hours, contact fleet management for assistance. Your supervisor should also be notified of the situation.

Contact Name	Business Unit/Position	Phone Number
Stephan Parisien	M&O – Fleet Manager	613-551-0843
Jody Beckstead	M&O – Automotive Mechanic	613-551-2227
Steve Sypes	M&O – Fleet Administration	343-585-2367
Al Adibi	Corporate Services	613-362-4537
Kathryn Lowe	Fort Henry	613-329-2609
Tracey Ogilby	Upper Canada Village	613-551-0376
Tim Robins	Crysler Park Marina & Upper Canada Golf Course	613-551-3732
Liam Carson	Eastern Parks	613-551-0348
Mike Pratt	Western Parks	343-585-2631

Outside of regular business hours or if fleet management is unreachable, your vehicle is covered by an Emergency Roadside Assistance program. Access it by calling **ARI Roadside Assistance at 1-800-671-3992**.

Towing Destinations - Vehicles located in areas east should be towed to the Maintenance compound at 13605 County Road 2, Morrisburg. Vehicles located in areas west (Gananoque to Kingston) may be towed to the nearest dealership/garage or ARI suggested vehicle repair facility.

## Collisions

If you are involved in a motor vehicle collision while operating a SLPC fleet vehicle or rental vehicle, follow the steps below.

**For all second party collisions or any single vehicle collisions causing damage estimated at \$1,000 or more:**

1. Seek appropriate medical treatment if required. All injuries should be immediately reported to your supervisor.
2. Advise your supervisor of the collision.
3. To protect yourself and your company, it is vital the police are contacted and take a report on the incident. You should receive a case/report number. The police division name/number, the police officer's name and badge number and the case/report number will be given to the ARI Damage Specialist.
4. Collect as much information as possible including information about the other vehicle(s) and driver(s) involved in the incident. This information can be conveniently recorded for later reference in the "Notes on Motor Vehicle Accident" section in the back of the vehicle log book. Here is a checklist:
  - ✓ Do not admit liability
  - ✓ Date & time of incident
  - ✓ Plate #, year, make, model and colour of all involved vehicles
  - ✓ Owner(s) of all involved vehicles, their name(s), address(es) and telephone number(s)
  - ✓ Names, addresses and telephone numbers of all involved persons
  - ✓ Insurance company and policy number from all other involved vehicles
  - ✓ All injuries should be noted and reported
5. The incident should be reported directly to 1-877-274-2262 and with the assistance of ARI staff, fill out a Collision Report as soon as possible.
6. Call Fleet Management to arrange for a temporary replacement vehicle if necessary.
7. Send the completed Collision Report and Police Report to Fleet Management via fax or email.

For injury reporting, contact the SLPC Human Resources and/or Occupational Health & Safety Officer for information or assistance with reporting requirements or correct use of forms.

**For minor single vehicle collisions causing damage estimated at less than \$1,000:**

1. Advise your supervisor of the collision immediately.
2. With the assistance of Fleet Management, complete a Collision Report as soon as possible.
3. Send the completed Collision Report to Fleet Management.