

Driver Name: _____

Reservation Number: _____

Be Prepared!

You must know your reservation number: it serves as the credential to let you enter the Fleet building and access your reserved key.

If you don't have your reservation number, contact the person who reserved your vehicle so they can give you the reservation number.

Where is the Fleet and Service Garage?

The Fleet & Service Garage is 27 North Charter Street, but can only be accessed coming off Mills Street through Lot 50 (see *Figure A*).

How do I get my keys?

The Fleet customer area is on the south side of the building with a glass door (see *Figure B*).



Figure A

You will need your reservation number!

1. Find the silver keypad on the outside of the building, near the after-hours key drop (see *Figure C*).



Figure B

2. Enter your six-digit reservation number followed by the pound sign (#). If you made a parking stall reservation, do not use the stall reservation number—it will not work.
3. With a valid reservation number, the indicator light (located above the keypad) will illuminate after three or four seconds (see *Figure C*).
4. There is a 25-second window to enter the building and open the door on the key dispensing machine. If you time out at any point, you can re-enter your reservation number (followed by #) and the time will restart. This can be done outside or at the inside keypad near the door.



Figure C

- The key dispensing machine, located to your right upon entering, will be beeping and unlocked (see *Figure D*). If it stops beeping and locks, enter your reservation number (followed by #) at the keypad by the door and light switch. This will unlock the machine.
- Open the key machine door to find your keys, which will be in a lighted compartment slot (see *Figure E*). Remove your key and close the door.



Figure D



Figure E

- After you have your key, you must enter your information in the Fleet Log Book located on the counter by the gated window (see *Figure F*). Fill out your name, vehicle number, destination and reservation number.

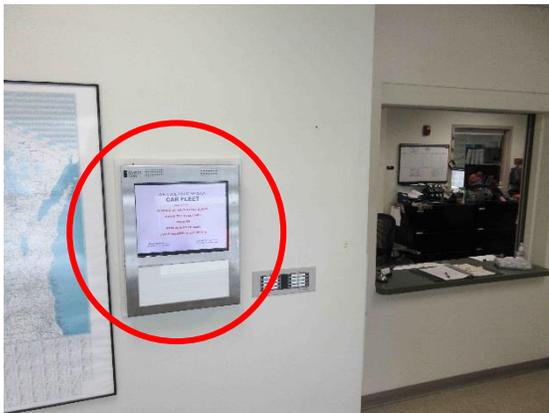


Figure G

Bonus: You can use the interactive kiosk on the wall to the left of the welcome window (see *Figure G*) to refresh yourself on various tasks. These include after-hour pick up procedure, fuel card use, reserved stall parking procedure, Fleet vehicle return procedure and car problem or accident procedure.



Figure F

What if the car has problems?

There are keys for backup vehicles in the key machine.

- To access the keys for a backup vehicle, use the key pad to enter your reservation number BACKWARDS (ex. 1234 becomes 4321) followed by the pound sign (#).
- A key compartment will light up—these keys for the replacement vehicle you are to use.
- Drop the keys for the faulty vehicle into the key drop box (on wall near inside keypad).
- Leave a note or a voice mail on the Fleet reservations line (608-262-1307) detailing why you switched vehicles. Be sure to provide a phone number should Fleet Services have follow-up questions.



Figure H

How do I find my reserved vehicle?

The wallet/key set you pick up indicates vehicle information such as Fleet number (e.g., FXXXX), make, model and color. There will also be a label describing vehicle location within the lot (ex. "Vehicle parked on east side of building near Mills St."). Use the Fleet number to identify your vehicle—the Fleet number is on the front quarter panels and on the back bumper (see *Figure H*).

Reserved vehicles are found within two rows in Lot 50. See *Figure I* to the right for the specific area location.

Where do I park in my reserved stall?

In order to leave a personal vehicle at the Fleet & Service Garage building while using a Fleet



Figure J

vehicle, a separate reservation for a

parking stall must be made. If submitted, a stall reservation green pass will be attached to the fleet vehicle keys you pick up. This pass allows one (1) personal vehicle (per Fleet reservation) to be parked. There are two rows (see *Figure I*) for Fleet customer reserved parking in Lot 50 on the east side of the Fleet & Service Garage. Look for the signs mounted on the yellow posts to help you locate this area (see *Figure J*). Do **not** park in Lot 51; your vehicle will be cited. Signs are posted to help customers locate the boundary between Lot 50 and 51 (see *Figure K*).

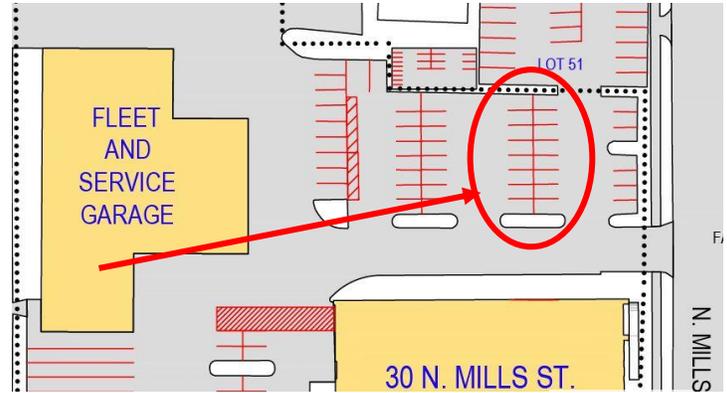


Figure I

If space is available, you can park next to your reserved Fleet vehicle. In the event all stalls are full, pull your reserved Fleet vehicle out and then park your personal vehicle in that stall.



Figure K

Without a reservation, a car is at risk of citation and tow.

How do I return my vehicle?

1. In the Fleet lot, look for the area where fleet cars are dispatched. There are 15 rows on the south side of the Fleet building (see *Figure L*).
2. Select any open row and pull the returning vehicle as far forward as possible to allow for more returns. Do not back in when returning your vehicle.
3. Lock the car and return the keys to the drop box on the south side of the Fleet building.
4. If you are not sure where to park, leave the vehicle in the permit area of Lot 50, and then put the keys in the drop box.

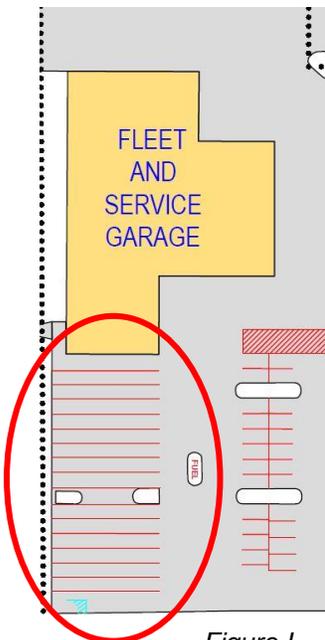


Figure L