



# Defense Travel Management Office



## U.S. Government Rental Car & Truck Programs

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# Agenda

- U.S. Government Rental Car Program
  - Overview
  - Rental Car Agreement
  - Ongoing Initiatives
- U.S. Government Rental Truck Program
  - Overview
  - Rates
  - Ongoing Initiatives
- Resources



# Rental Car Program Overview

- Provides a valued service with benefits for Gov't travelers in official travel status
- Official travel is defined in JTR/JFTR
- Administered by DTMO
- Includes 16 companies at over 10,000 locations

CY08 - \$470M





# Rental Car Policy

- Must use a Commercial Travel Office—when available
- Use lowest cost car that meets mission needs
- Use a company and location that participates in Government's program





# Program Benefits

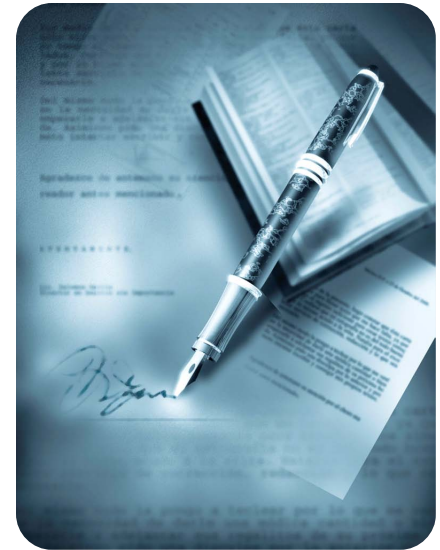
- Unlimited Mileage
- No fee for liability coverage
- Additional drivers added at no cost
- No underage driver fee

Type	Model
Economy	Chevrolet Metro
Mid-Sized	Dodge Neon
Full-Sized	Nissan Altima
Station Wagons	Self Explanatory
Mini-Van	Self Explanatory
Sports Utility Vehicle	Self Explanatory



# Rental Car Agreement

- Outlines terms and conditions that governs the program
  - Takes priority over contrary rental document
- Addresses:
  - Rates
  - Reservations procedures
  - Insurance and damage liability
  - Accidents or repairs





# Total Charges

- Total charge includes:
  - Base rate
    - Ceilings are used to manage base rates
  - Taxes, fees and surcharges
    - Pass through cost
  - Government Administrative Rate Supplement (GARS)
    - \$5.00 per day fee that offsets free benefits



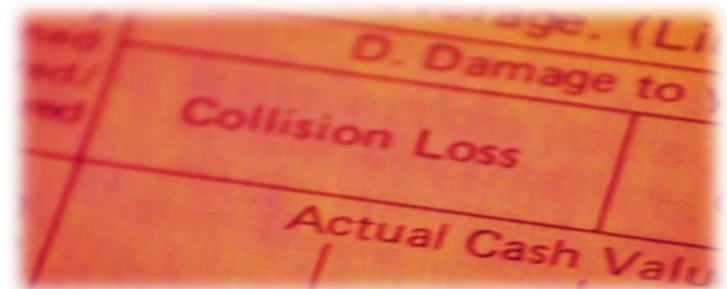
# Reservation Procedures

- Traveler should authenticate official travel status
- Ensure rental car contract includes GARS
- Company should have vehicle ready
  - If size/class is not available, company will:
    - Substitute upgrade at same price *OR*
    - With renter's consent, offer a smaller car at reduced rate



# Insurance and Damage Liability

- Liability coverage for personal injury, wrongful death and property damage at the following limits:
  - \$25,000 for property damage
  - \$100,000 per person
  - \$300,000 for all persons





# Unauthorized Usage of a Rental Car

- Obtained through fraud
- Unauthorized driver
- Carrying passengers or property for hire
- Under the influence of intoxicants
- Using the vehicle for any illegal purpose
- Pushing or towing another vehicle
- In a test, race or contest





# Unauthorized Usage of a Rental Car

- In live artillery fire exercises
- Off paved, graded, state or professionally maintained roads
- Across international boundaries
- Theft of rented vehicle





# Accident Claim Resolution Steps

- If a renter is involved in an accident:

1



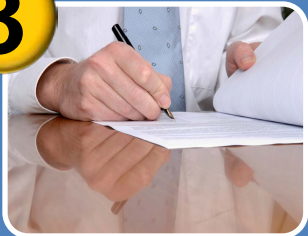
Notify the police and obtain a police report

2



Promptly notify the rental car company

3



Complete a rental car company accident report (as required)



# Accident Claim Resolution Steps

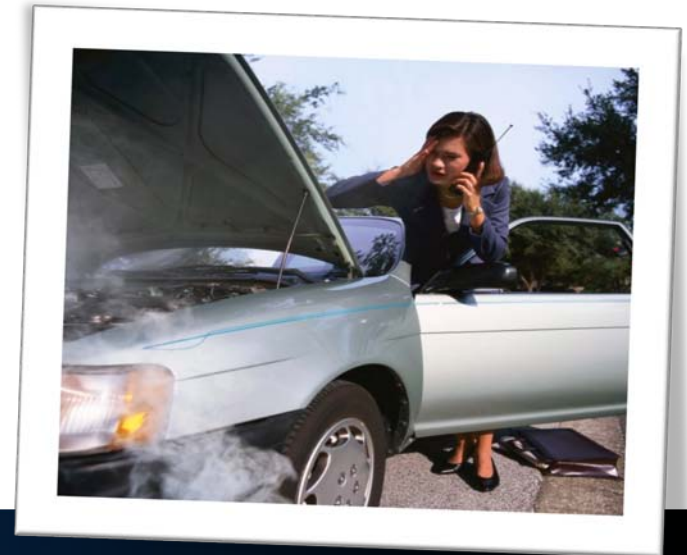
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- Accident covered under the “Agreement”
  - Accident cost should be paid by rental car insurance
- Claims not covered under the “Agreement”:
  - Rental car company will render a bill to the traveler’s agency
- Agency
  - May confer with DTMO for further assistance



# Service Failures Resolution Steps

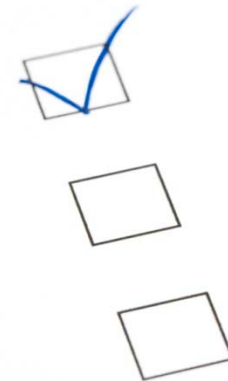
- Travelers should address service failures by:
  - 1 Seek resolution directly with rental car agency
  - 2 Notify local Transportation/Travel Office
  - 3 Advise DTMO





# Ongoing Initiatives

- Updating Rental Car Agreement
  - Clarifying terms and conditions
  - Enhancing program oversight
  - Developing a communications plan





# U.S. Government Truck Rental Program



# Program Overview

- Four approved truck rental companies
  1. Budget Truck Rental Inc.
  2. Enterprise Rent-A-Car Government
  3. Nissan Rent-A-Car
  4. Payless Car Rental



# Benefits to the Government

- No fees for Collision Damage Waiver (CDW)
- No Additional Drivers fees
- Unlimited mileage
- No under age driver fees (minimum age- 21)





# Types of Vehicles

- Pick-up Trucks
- Cargo Vans
- 10 Foot Trucks
- 15 Foot Trucks
- 24 Foot Trucks





# Truck Rental Reservation Instructions

- Budget Truck Rental Inc.  
1-888-633-3875
- Enterprise Rent-A-Truck  
1-866-677-4019
- Nissan  
1-866-777-7360
- Payless  
1-800-634-6186





# Rates

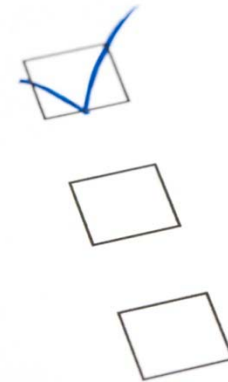
## Options:

- Fixed rate with unlimited mileage
- Lower daily rate but with a mileage charge
- One-way rental rate (allows rentals in a different city over 100 miles in distance)



# Ongoing Initiatives

- Update Truck Rental Agreement
  - Clarifying terms and conditions
  - Improving data reporting
  - Developing a communication plan





# Resources

## Travel Explorer

([www.defensetravel.dod.mil/passport](http://www.defensetravel.dod.mil/passport))

- Rental Car 101 Training
- Frequently Asked Questions



## Travel Assistance Center

- 1-888-Help1Go (888-435-7146)
  - If you are calling from overseas, use DSN 312-564-3950 or dial 809-463-3376 (wait for the beep) then, dial 1-888-Help1Go
- Submit a help desk ticket through Tickets



# Resources (continued)



## DTMO Website

- Copy of the US Rental Car & Truck Agreements
- Rental Vehicle Customer Service Tool
- Customer service and accident case assistance
- Vendor Contacts
- Rental Rates (Ceiling Rates)