

MULTI-AGENCY MOTOR POOL VEHICLE POOLING POLICY AND VEHICLE RESERVATION SYSTEM (VRS) FREQUENTLY ASKED QUESTIONS

1. Why do we have a Vehicle Reservation System (VRS)?

Many State of Michigan vehicles are maintained as “pool” vehicles in several cities, including Escanaba, Traverse City and Detroit. They are available to area state employees to use to meet official state business needs. This allows optimum use of an expensive resource.

The VRS was developed to assist employees in reserving pool vehicles. The VRS allows employees to search for and reserve available vehicles. The Department of Environmental Quality developed the original Vehicle Reservation System (VRS) software for their employees and has shared this application with VTS for use in multi-agency motor pools.

2. Will staff members have to take their equipment out of a vehicle each day so that it can be used by someone else?

It is not necessary for staff members to remove equipment from vehicles. VTS has determined that certain departments will have primary access to specific vehicles. However, when these vehicles are not in use, they can be used by other departments. This information has been placed into the VRS, so that employees reserving a vehicle will know what type of equipment has been left in the vehicle and can make reservation decisions accordingly.

3. Who will be responsible for vehicle maintenance under the vehicle pooling system?

VTS will maintain the vehicles from their Lansing location utilizing local vendors.

4. How do I get to the Vehicle Reservation System (VRS)?

The VRS is a user-friendly, intuitive software available to all registered employees via a link to the DMB Intranet. It can only be accessed through State of Michigan computers.

To access the VRS, go to the VTS website at http://www.michigan.gov/dmb/0,1607,7-150-9141_13133_13720-92924--,00.html or Michigan.gov/dmb, Agency Services, Vehicle Services, Motor Pools and click on Vehicle Reservation System - Multi-Agency Motor Pools.

5. What do I do if I have questions about using the VRS?

- a. The VRS has a number of “help” screens built into it. Click “help” to view these screens.
- b. VTS staff are readily available to assist employees. Please contact VTS at 517-322-5000 or VTScustomerservice@michigan.gov.
- c. Read the “VRS Help” documents and other explanatory documents on the VRS Intranet website.

6. The VRS won't accept my employee number. What do I do?

First, check to make sure you are entering the number correctly. Do not use an “h” or a “0” at the beginning of your number.

If the VRS still will not accept your employee number, please contact VTS at 517-322-5000 or VTScustomerservice@michigan.gov.

7. How many days in advance can I reserve a vehicle?

The VRS is designed to allow vehicle reservations up to 60 days in advance. No reservation should be longer than two weeks in duration.

An employee should reserve a vehicle only for those days and times for which the employee knows he or she has work scheduled out of the office. VTS staff will monitor vehicle reservations and will contact employee supervisors to review vehicle reservations covering large blocks of days. The employee’s supervisor will be asked to verify that the employee has work scheduled out of the office for the entire time of the vehicle reservation.

8. My employee information in the VRS is not correct. Who can change it?

Contact VTS at 517-322-5000 or VTScustomerservice@michigan.gov.

9. Can someone else cancel a vehicle reservation on my behalf, for instance if I am ill?

Yes. Contact your supervisor or VTS for assistance, and provide the “confirmation number” of your reservation. If you don’t have the confirmation number, you can supply your employee number.

10. Can someone else make a reservation for me?

Yes, if you provide that person your employee ID number. Your employee ID number is necessary in order for a vehicle to be reserved in your name. You can find your employee number in DCDS.