

Department of Transportation
Office of the Secretary
Washington, D.C.

ORDER

DOT 1700.20

3/9/70

SUBJECT: CENTRALIZED DISPATCH OF CHAUFFEUR SERVICES

1. PURPOSE. This order establishes a central facility for dispatching DOT Headquarters chauffeur services, in the interest of assuring the best utilization of chauffeurs and chauffeured vehicles and to improve service to officials authorized to use chauffeured vehicles.
2. POLICY. All civilian chauffeur personnel of DOT Headquarters, regardless of parent organization, are to operate out of and be dispatched by a central dispatch facility. This includes chauffeurs in the offices of Presidential Appointees. The chauffeurs of the Secretary and Under Secretary will be subject to such additional assignments as those officials may from time to time direct. The policy also assures that each official to whom a chauffeur is presently assigned will have full use of that chauffeur for driving duties when required by that official.
3. SCOPE. This order applies to the Office of the Secretary and the operating administrations in DOT Headquarters.
4. REFERENCES.
 - a. BOB Circular A-22, shows limousines and heavy and medium sedan allowances and government-wide regulations concerning their use.
 - b. Order DOT 1700.15, Operation of Government Motor Vehicles, establishes DOT policy governing the operation of government-owned and leased vehicles.
5. DEFINITIONS. As used in this order, the following words, capitalized, have the meaning shown.
 - a. Chauffeur. An employee hired mainly to drive a vehicle. A motor vehicle operator.
 - b. Facility. A central dispatch point to promote the best use of Chauffeurs.
 - c. Client. An official or organization of DOT Headquarters authorized to receive Facility services.

DISTRIBUTION: All Secretarial Offices
All operating administrations
National Transportation Safety Board (Info)

OPI: Office of
Administrative
Operations

- d. Point of Contact. An individual, designated by a Client, who may be contacted by the Facility should further information be desired.
 - e. Dispatcher. The person on duty in the Facility whose primary job is operational control of Chauffeur assignments.
 - f. Bellboy. A portable signaling device leased from the C&P Company.
 - g. Collateral Duty. A task which may be assigned a Chauffeur when he is not occupied with primary duties as enumerated in his job description.
 - h. Job Priority. The ranking of Chauffeur duties and Collateral Duties, illustrated in Attachment 1, and used as a working guideline by the Dispatcher.
5. "OFFICIAL USE" GROUND RULES. In order to assure avoidance of even the appearance of impropriety in the use of official vehicles, it is necessary that very strict interpretation be placed on the term "official use." The following ground rules will be applied by all Department of Transportation officials in the use of Chauffeured vehicles, either leased or owned:
- a. Vehicles will be used in accordance with established laws and regulations. This means that they are available only for official purposes.
 - b. "Official purposes" do not include personal errands or transportation of an officer or employee between his place of residence and place of employment, with certain very limited exceptions not normally applicable to chauffeured vehicles. In the event that an official is beginning or returning from official travel requiring the transportation of luggage or making the use of private or public transportation impractical, the use of an official vehicle from or to his place of residence may be permitted. This restriction does not apply to heads of executive departments, including the Secretary of Transportation.
 - c. The transportation of dependents to or from a domicile is not normally permitted. Wives of officials attending an official function, where their presence is essential for proper representation and the official is unable, because of official duties, to bring his wife, may be transported in an official vehicle.
 - d. Authority for the use of Chauffeured government vehicles from the DOT Headquarters Facility is vested in the: Under Secretary; Assistant Secretaries; Commandant of USCG; and Administrators of the FAA, FHWA, FRA, UMTA, SLS. Chauffeured vehicles are intended primarily for the personal use of the principal official

and other closely related needs. The official authorized to use a chauffeured vehicle is responsible for the legality, propriety and essentiality of its use.

6. OPERATING CONCEPTS. A central dispatch Facility is established to achieve maximum efficient use of DOT Headquarters Chauffeurs. It provides the capability to receive requests for service, schedule and dispatch Chauffeurs, contact them while out on a job, and recall or redirect them. Chauffeurs' primary duties are supplemented by Collateral Duties, which are also coordinated through the Facility. This is accomplished by maximum use of modern communications equipment such as phone message recorders, Bellboys, and mobile telephones. While the Chauffeurs are centrally controlled by the Facility for job assignments, they remain employees of their present parent organization. Job assignments are made by the Dispatcher according to the priority guidelines shown in Attachment 1. Clients designate a Point of Contact as a source of information for the Facility concerning specific requests for service.
7. RESPONSIBILITIES AND PROCEDURES.
 - a. Requesting Services
 - (1) Request for services of Chauffeurs may be made by the Clients listed in Attachment 1, and will be honored according to the priority shown. The Client is responsible for the completeness of the data given the Facility. With each service request, he must designate a Point of Contact who is familiar with the details of that particular request, whom the Dispatcher or Chauffeur can go to for additional information or instructions. The Point of Contact may not ask the Chauffeur to change or extend the job assigned but may, if directed by the Client, request the Facility to cancel a job request and schedule a new one.
 - (2) Requests may be made as follows:
 - (a) In writing.
 - (b) By phone to the dispatcher.
 - (c) In person at the Dispatcher's office.
 - (3) Minimum data required from the requester are:
 - (a) Identity of Client.
 - (b) Full description of service requested.

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- (c) Specific reporting or pickup places and times.
 - (d) Point of Contact's identity, location and phone number.
- b. Dispatcher Function. The Dispatcher is in charge of the Facility, and is responsible for assigning personnel to specific job requests. He maintains dispatch status boards, issues job tickets and keeps records. He fills job requests on the basis of the priority listing (Attachment 1).
 - c. Chauffeur Function. Chauffeurs from various DOT Headquarters organizations are under the operational control of the Facility during their tour on duty. They report to the Facility in person unless otherwise specifically authorized by the Dispatcher. All Chauffeurs are to carry Bellboys while on duty, to be furnished them by their parent organization.
 - d. Chauffeur Availability. All DOT Headquarters elements under this directive will make their Chauffeurs available to the Facility on a regular workday basis. Leave, of any kind, must be coordinated with the Dispatcher. Other personnel actions may be recommended by the Director of Administrative Operations, but approval authority remains with the employing organization.
 - e. Facility Responsibility. The establishment and operation of the dispatch Facility will be accomplished by the Office of Administrative Operations in the Office of the Assistant Secretary for Administration.
8. FUNDING. The central dispatch facility will be financed by the Working Capital Fund. Operating Administrations will be billed in accordance with the Fund's procedures.



James M. Beggs
Under Secretary
of Transportation

JOB PRIORITY GUIDELINES

| <u>Priority Number</u> | <u>Service</u> | <u>Client</u> |
|----------------------------|----------------|--------------------------------------------------------------|
| 1. | Chauffeur | The Secretary and Under Secretary |
| 2. | Chauffeur | Administration Heads and Equivalent |
| 3. | Chauffeur | Deputy Under Secretary, Assistant Secretaries and Equivalent |
| 4. | Collateral | The Secretary and Under Secretary |
| 5. | Collateral | Administration Heads and Equivalent |
| 6. | Collateral | Deputy Under Secretary, Assistant Secretaries and Equivalent |
| 7. | Collateral | Other DOT Headquarters Elements |