

State of California



OFFICE OF FLEET AND ASSET MANAGEMENT STATE VEHICLE QUICK REFERENCE GUIDE FOR DRIVERS OFAM CALL CENTER (855) 611-6326

State Vehicle Driver Responsibilities

- Driving a state vehicle with exempt or undercover licenses plates does not mean a driver is exempt from complying with all highway, road, toll bridge and toll road, meter, red light and other driving laws and rules.
- Drivers are responsible for paying any tolls for bridges and roads when using them. Submit a travel expense claim to employer for reimbursement.
- Do not pass through toll bridges or toll roads without paying. If a driver does not pay, DGS will report the violation to the employer and the driver will be responsible for paying the violation fee and any additional late fees. Late fees cannot be reimbursed through the travel expense claim process.
- Ensure ongoing vehicle repair and maintenance.
- Comply with smog inspections when notified.
- Maintain a vehicle mileage log in the vehicle.
- Use the Voyager Fuel Card only for authorized purchases.
- Maintain cleanliness of the vehicle.
- Drivers are not responsible for any financial responsibility for driving a state vehicle or for providing automobile insurance.

24 Hour Roadside Assistance

- National Automobile Club 1-800-600-6065
- No charge to state drivers in state vehicles.

Voyager Fuel Card Do's and Don'ts

- Use only for state vehicles and state business. Use of the fuel card for personal vehicles is subject to investigation and may result in disciplinary action.
- Use regular unleaded gasoline, diesel, E-85 or the grade specified on the fuel tank.
- Use for 1 low cost car wash per month.
- Use at over 10,000 locations throughout California.
<https://www.fleetcommanderonline.com/app/public/merchantLocator.do>
- Use at pump card reader or inside the retail location.
- May not be used for any personal purchases include food, tobacco, beverages, lottery tickets, etc. Use for personal purchases is subject to investigation and may result in disciplinary action.
- May not be used for vehicle repairs unless it is an emergency repair needed to operate the vehicle and get the driver safely home or the business location.

Instructions for Using the Voyager Fuel Card

- Know the assigned card pin number and the odometer reading before purchasing fuel. Call the number on the back of the card if you do not know the assigned pin number of the card.
- Swipe at the pump if pump has fuel card reader. Go inside if no card reader.
- If using card reader at pump, select the credit key and not the debit key if prompted to choose one.
- If required, enter the assigned card number and Press Enter.
- If required, enter the Odometer reading as a whole number.
- If unable to use the fuel card at a pump reader, go inside to purchase fuel.
- If the attendant is unable to process the transaction, pay with cash, credit card or debit card and retain the receipt and submit a Travel Expense Claim.
- Contact Voyager at the number on the back of the card for any issues with using the fuel card.
- Contact OFAM at FleetServices@dgs.ca.gov if a new fuel card is required because it no longer works or if a card is lost or stolen.
- Report lost or stolen cards immediately to OFAM at the email listed above.

Monthly Mileage Reporting

Use the STD 273 for daily miles traveled. Complete all required information.

- Download at <http://www.documents.dgs.ca.gov/dgs/fmc/pdf/std273.pdf>.
- By the 5th working day of the month, enter the monthly travel log information into the DGS online system at <http://www.webapps.dgs.ca.gov/ofa/mileagelog/>.
- Mileage entered after the 5th of the month is subject to a \$50 fine to be paid by the department. Ongoing late submittals will be reported to the driver's supervisor and may be subject to disciplinary action.

Maintenance and Repairs

If a state vehicle is in need of repair or maintenance, the driver is responsible for taking the vehicle to any of the approved vendors listed at http://www.webapps.dgs.ca.gov/ofa/approved_auto_rpr_fac/.

- Drivers are not responsible for paying for any service or maintenance.
- If a vendor gives a driver the invoice, email the invoice to DGSFleetInvoices@dgs.ca.gov.
- Do not use the Fuel Voyager Card for repair or maintenance unless it is an emergency situation. See Voyager Card Do's and Don'ts.
- Repair or maintenance estimates totaling under \$1,000 do not require a DGS vehicle inspection during the time period of September 2015 through February 2016.
- Accident repair estimates that exceed \$500 require quotes from (3) vendors or a justification to go with one vendor. The bids or justification shall be submitted to an Inspector with a copy of the Accident Report STD 270.

Stolen Vehicles or Recovered Stolen Vehicle

In the event of a stolen vehicle, drivers shall:

- Immediately inform the Department's Fleet Coordinator.
- Report the vehicle as missing or stolen to the CHP.
- Obtain a copy of a police report for your records.
- If the vehicle is a DGS Lease, also immediately inform the DGS Fleet Services Call Center and provide them with a copy of the police report at (855-611-OFAM) or FleetServices@dgs.ca.gov.

In the event a stolen vehicle is recovered, the driver shall:

- Inform the Department's Fleet Coordinator.
- Take the vehicle to an approved vendor for a safety inspection prior to reassigning it to a driver.
- Inform the CHP (and any other applicable authorities) that the vehicle has been recovered.
- If the vehicle is a DGS Lease, also inform the DGS Fleet Services Call Center at (855-611-OFAM) or FleetServices@dgs.ca.gov.

Non-Injury Accidents

- Obtain all information from the other driver including insurance, driver's license number.
- Take pictures of any damage to both vehicles if possible with mobile phone.
- Do not admit fault or make statements that the state will pay for the other person's vehicle damage.
- Complete a STD 269 Accident Identification Card.
- Complete a STD 270 Report of a Vehicle Accident within 48 hours of the accident date.

Injury Accidents

- Call 911 if anyone at the accident scene is injured.
- If the state driver is not injured, take pictures of any damage to both vehicles if possible with mobile phone.
- Do not admit fault or make statements that the state will pay for the other person's vehicle damage.
- Complete a STD 269 Accident Identification Card.
- Complete a STD 270 Report of a Vehicle Accident within 48 hours of the accident date and fax it to (916) 376-5277. The form is online at www.documents.dgs.ca.gov/osp/pdf/std270.pdf.
- Report the accident immediately to the DGS Office of Risk and Insurance Management 24/7 at (916) 376-5300 or 5302 or at 1-800-900-3634. Voicemail is available on evenings, weekends and state holidays.