

## Fleet Services Call Center FAQ

### 1. Who decides where the vehicle should go for repairs (mechanical or body repairs) and what is the approval process?

The Department of General Services (DGS) maintains a list of [approved automotive repair facilities](#). You may also contact the Call Center at 1.855.611.OFAM (6326) and our staff will be able to direct you to the appropriate repair facility.

### 2. Will services be paid by credit card or direct charge (invoice) to the State?

There is no change in the invoice process. However, the DGS leased vehicle invoices are now faxed directly to Sacramento for processing in lieu of the regional garage at **916.376.6355**. The DGS does not pay for Agency owned vehicle repairs and maintenance; they are billed according to the Department or Agency's requirements.

### 3. Is there a limit for repair charges?

Repairs over \$500 must be pre-authorized by your local DGS [Inspector of Automotive Equipment](#) for an approved vendor. If your vehicle is being serviced at a non-approved vendor, repairs over \$350 must also be authorized by an Inspector. You may also see the [Fleet Handbook](#) for more information on authorized and non-authorized shops.

### 4. If servicing my vehicle takes longer than one day to perform, will the DGS provide me with a loaner?

With the exception of employees in the Sacramento area, the DGS will no longer provide daily rentals due to garage closures. If you are in the Sacramento area you may visit the Sacramento Garage for a daily rental at **1.916.657.2327**. For those employees outside the Sacramento area and/or for those considering a commercial car rental, contact your department [Travel Program Coordinator](#) for your department's procedures for car rentals via the car rental contract. Your department will be responsible for all rental charges.

### 5. What types of service should be charged to the Fleet Fuel credit card?

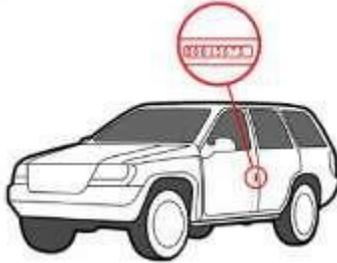
The Official State of California Fleet Fuel Card is for official State business only and can be used for the following:

- The National Automobile Club 24-hour emergency roadside service (**1.800.600.6065**)
- Purchase of regular unleaded fuel, alternative fuels, fluids and lubricants at over 10,500 retail locations throughout California. When purchasing fuel, drivers are required to purchase regular grade (unleaded) fuel at self-service pumps (refer to [SAM Section 3687.1](#)) or [E85 for Flex Fuel](#) vehicles
- Emergency purchases such as wiper blades, fan belt, battery replacement or **one** emergency tire.
- Fleet cards cannot be used for purchasing food or personal items. Fleet fuel cards are not to be used on personal vehicles.
- Smog only (no repairs)
- Two basic car washes per month

**6. Who pays for maintenance and repairs to agency vehicles, and how do I know if the vehicle is owned by the DGS or another Department or Agency?**

DGS vehicles have a pink property tag with an 800# on the driver door pillar. Agency owned vehicles may have a blue property tag with a 900# on the driver door pillar. Invoices must be sent to the Agency that owns the vehicle; the services will be billed according to each Agency's requirements.

Location of DGS Equipment 800#:



**7. Where can I get new tires and batteries for my State car?**

When replacing tires and/or battery, refer to the [Approved Vendor List](#) or obtain three price quotes to ensure the State receives the best price. Tire and battery replacement are subject to the same \$500 cost limit and may require prior approval by an Inspector. Tire and/or wheel replacement must be the same size and specification as factory equipment. If it is not, a vehicle modification request form must be submitted to the local Inspector of Automotive Equipment for approval.

**8. Who should I contact in order to report a lost/stolen/damaged Fleet Fuel card?**

Any questions relating to the Voyager card should be directed to the call center at **1.855.611.OFAM (6326)**.

**9. What if I need a tow or emergency roadside assistance?**

Contact the National Automobile Club 24-hour emergency roadside service at **1.800.600.6065**.

**10. I drive a Flex Fuel vehicle. Where can I fill up on alternative fuel?**

In order to help the environment and reduce the State fleet's petroleum consumption, the DGS requires that anyone driving a Flex Fuel vehicle make every effort to fill their tank with E85 fuel. Find the [nearest E85 station here](#). For drivers with [iPhones](#) and [Andriods](#), you might be interested to know that there is an application to help you locate E85 stations as well.

**11. If a vehicle is taken out of service, will I receive a replacement vehicle?**

Yes, as long as a vehicle is available. You will need to contact Mason Bancroft at 916.928.9809 or email at [Mason.Bancroft@dgs.ca.gov](mailto:Mason.Bancroft@dgs.ca.gov) or you may contact Chrissy Harvey at 916.928.9808 or email at [Christina.Harvey@dgs.ca.gov](mailto:Christina.Harvey@dgs.ca.gov).

**12. Who do I contact for assistance with on-line reservations if I'm in the Sacramento area?**

Please contact our Dispatch office at **916.657.2327** or **916.653.1115**.

**13. Where can I find out who the local Inspector of Automotive Equipment is for my region?**

You will find your local Inspector at the [Automotive Equipment Inspectors Directory](#).

**14. Can the DGS vehicles be detailed?**

No. Drivers are only allowed two basic low cost car washes per month. However; in extreme cases where a detail may be required, please contact the DGS Call Center at **1.855.611.OFAM (6326)** for prior approval. Auto detailing will be billed to the department leasing the vehicle.

**15. Where can I find a list of DGS Fleet policies and procedures?**

The [State Fleet Handbook](#) was developed as a reference to assist you with your transportation and travel needs. This publication is available only as a PDF file. Be sure to check online to ensure you are aware of the latest policies.

**16. Who do I contact if I have a problem inputting my [mileage online](#)?**

Please contact Vera Fernandez, [Vera.Fernandez@dgs.ca.gov](mailto:Vera.Fernandez@dgs.ca.gov), at **916.928.2784**.

**17. How do I update the OFA 50?**

You may contact the Call Center to update your information at **1.855.611.OFAM (6326)**

**18. I'm transferring to another state agency/region, how do I change my vehicle assignment?**

You must fill out and update the OFA 50. Please contact the Call Center at **1.855.611.OFAM (6326)**.