

Elimination of Services at the State Garage

Frequently Asked Questions

1. What is the last day we can make reservations for vehicles?

The last day for new reservations is December 29, 2017.

2. I have a rental reservation scheduled in the month of January. Will I still be able to pick up this vehicle?

Reservations made prior to December 29, 2017, for vehicle pick up between January 1-31, 2018, will be honored.

3. On what day do all vehicles need to be returned to the State Garage?

All daily rental vehicles must be returned to the State Garage by January 31, 2018.

4. I already have reservations after January 31, 2018, will these be valid?

Reservations for vehicles after January 31, 2018 will be automatically canceled. There will be no vehicles available for daily rental after January 31, 2018. New reservations must be made with Enterprise Rent-A-Car.

5. What is happening to all of the vehicles currently used for daily rentals?

The vast majority of the vehicles will be deployed into the long term rental fleet in order to replace vehicles that are old model years or have excess repair costs. There may be a small group of daily rental vehicles that will be sent directly to the state surplus auction to be sold due to an old model year or high mileage. Information can be found on the Public Auctions of State Surplus Automotive Equipment website at:

<http://www.dgs.ca.gov/ofam/Programs/StSurplus/Auctions/AutoAuction.aspx>

6. Where do I rent a vehicle now?

Beginning January 1, 2018, state employees who require a daily rental vehicle for state business purposes will need to use the approved vendor for the state's Commercial Car Rental Contract, EAN Services (Enterprise Rent-A-Car and National Car Rental). Enterprise reservations must be made through the online booking tool Concur at <https://www.concursolutions.com/> or by calling a CalTravelStore travel agent at 1(877) 454-8785. The downtown Sacramento Enterprise is located at 1409 16th Street, Sacramento, CA 95814.

7. Does Enterprise have a place for me to leave my car at their downtown Sacramento location?

There is no place to leave a vehicle at the Enterprise location; however, if you are within 10 miles of the Enterprise location you can call them and they will pick you up. The downtown Sacramento location has 3 designated drivers available for this service.

8. Do I need to be set up in Concur to make a reservation?

Drivers without established Concur travel profiles must contact their departmental Travel Coordinator to obtain department-specific information and instructions for setting up their profile in order to make Enterprise reservations.

9. Is the reservation process and billing the same with Enterprise?

You will still use an online system for your reservations. Instead of the State Garage website, you will make your reservations online through Concur. You will not need to provide payment when you pick up your rental. Vehicle rental charges will be directly billed to your department as they are now.

10. Do I have to use the Enterprise location in Downtown Sacramento?

You can use any Enterprise location, the downtown Sacramento address was provided because it is the closest branch to the State Garage.

11. Will Enterprise be prepared to meet the volume of new business?

Enterprise has reviewed our rental volume data and is confident they will be able to meet the daily rental needs of current State Garage customers. To ensure a smooth transition, they have also established a priority service line for our State customers and an expedited check-out process in the downtown location to keep wait times at a minimum.

12. Does Enterprise have access to specialty vehicles like cargo vans, passenger vans and trucks?

Yes, these vehicle classes are available. To reserve a specialty vehicle, complete the Specialty Vehicle Request Form found at: <http://www.dgs.ca.gov/travel/Forms.aspx> and submit it to CALGOVARADMIN@EHI.COM.

13. Is the long term (monthly) lease program being eliminated?

The elimination of the daily rental program will not impact your existing long term (monthly) DGS leased vehicles.

14. Does this impact the current parkers at the State Garage?

There is no change for current parkers at the State Garage.

15. Will parking rates increase at the State Garage?

Any future rate increases, to cover cost to operate and maintain parking facilities, will be implemented in accordance with applicable bargaining unit contracts which require a 30-60 day notice.

16. How do I apply to get one of the new spaces at the State Garage?

*There is an Online Parking Lottery System (OPLS) currently in place for multiple Sacramento DGS parking facilities, including the State Garage. Once the State Garage is reconfigured, available spaces will be offered through the OPLS. For more information visit the OPLS website at:
<https://www.dgs.ca.gov/ofam/Programs/Parking/ParkingSvs/ParkingLottery.aspx>*

17. Will the bike share program still be available?

Yes, the bike share program is still available and can be accessed in the same manner it is today.

18. Will the Fleet Services Call Center still be available?

The Fleet Services Call Center will still be available and is accessible in the same manner it is today.

19. Will fueling services still be available?

*Fueling services are being eliminated. Fuel on hand will be used to refuel daily rental vehicles until the supply is exhausted. Once exhausted, the fuel pumps will be decommissioned. It is expected that you use your assigned Voyager fuel card to refill your monthly leased vehicle. The next closest location for E-85 fuel is Shell, Pearson's Fuels, at 730 29th Street, Sacramento, CA 95816 or Propel Fuel at 8090 Folsom Blvd., Sacramento, CA 95826. The following website provides locations and prices for E-85 Ethanol stations in Sacramento:
<http://www.altfuelprices.com/stations/E85/California/Sacramento/>.*

20. Will the vehicle maintenance and repair services currently being provided by staff at the State Garage continue to be available?

*Vehicle maintenance and repair services currently being provided by State Garage staff are being eliminated. As of January 1, 2018, if a vehicle is in need of repair or maintenance, the driver is responsible for taking the vehicle to any of the approved vendors found on the OFAM Approved Auto Repair Facilities search page at:
http://www.dgsapps.dgs.ca.gov/OFA/Approved_Auto_Rpr_Fac/. If a rental vehicle is needed while services are completed, reservations must go through Enterprise Rental Car.*

Per the OFAM Fleet Handbook, any repairs made by a non-approved vendor exceeding cost limits of \$300 require approval from an OFAM Inspector of Automotive Equipment (\$500 limit for approved vendors). In the event vehicle repairs exceed 30 days or more, a Temporary Long Term Lease is required. Please contact OFAM, Fleet Operations (OFAMFleetOps@dgs.ca.gov) to setup all temporary leases.

21. What is the process to acquire a long term (monthly) lease?

*All long term lease requests are required to go through the DGS Vehicle Acquisition Process. Detailed instructions can be found on the OFAM Vehicle Acquisition webpage at:
<http://www.dgs.ca.gov/ofam/Programs/FARS/VehicleAcq.aspx>*