MOTOR VEHICLE DIVISION

USER’S GUIDE

April 2016
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This User Guide is part of our continuing effort to add value and improve service level for our customers.

You will find useful information and references relating to the County automotive fleet as well as other transportation related services. A directory of our telephone numbers, locations, and types of services available at each location are included for your convenience.

We hope you find the User Guide a valuable resource. The Motor Vehicles Division continues to strive for excellence and to provide our customers world class services.

Please direct your comments or questions regarding this User Guide to the Motor Vehicle Division, 165 Thirteenth Street, Oakland, CA 94612, or county mail QIC code 20119.

Visit us on the county intranet for the latest version of this downloadable User Guide. Additionally, you will find Motor Vehicles Division’s standard forms and useful links to other interesting industry related websites. Our intranet address is http://alcoweb/gsa/mv/

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**GSA Vision**

To achieve the greatest value for our customers through innovative, proactive and convenient service solutions.

**GSA Mission**

To provide high quality services that are on time, fiscally responsible and convenient for our customers.

**MOTOR VEHICLE DIVISION**

A division of the General Services Agency, the Motor Vehicle Division is responsible for the administration of the County’s fleet of automotive equipment owned and operated by GSA.

The division owns and operates approximately 700 sedans, 300 light duty trucks and vans, and 50 heavy automotive equipment. Our responsibility is to ensure that the County’s fleet is safe to operate, properly maintained, and economically feasible. We also provide services to other agencies and departments to ensure their equipment is safe and maintained.

The Oakland office manages the division’s administrative and long-term vehicle assignment functions. Short-term motor pool vehicles are available at four locations to provide transportation for County employees on official business.

Full ranges of automotive repair and maintenance services are provided to equipment owned by both GSA and by agencies and departments at the Oakland, Hayward, and Santa Rita garages.

The division manages the County’s refueling services. This service, as with repair and maintenance, provides motor fuel to the County and other municipalities utilizing five self-serve fully automated refueling stations.

To promote clean air, the division has Alternative Fuel Vehicles (AFV) available for our customers. We promote AFVs to our clients and encourage them to help reduce automotive related air pollutions. Many AFVs are in the automotive marketplace for individuals to lease or purchase.

To assist with the disposal of automotive equipment, the division works with an auction company to maximize the County’s return on surplus equipment. This service, too, is available to all agencies and departments. Other programs are available to better serve our customers.

County Garage / Motor Pool Hours, Locations and Services Available

Motor Vehicle Administrative Office
(Hours: 7:30 a.m. – 4 p.m.)
165 – 13th Street, Oakland, CA 94612
Administration
Manager

Motor Pool Reservation
(Hours: 7 a.m. – 7 p.m.)
165 – 13th Street, Oakland, CA 94612
Dispatcher

Oakland Alcopark Garage
(Hours: 7 a.m. – 7 p.m.)
165 – 13th Street, Oakland, CA 94612
General information
Service appointments
• Maintenance & repairs (7 a.m. – 4 p.m.)
• Motor pool vehicles & reservations (7 a.m. – 7 p.m.)

Oakland - Broadway Motor Pool
7th and Jefferson Street, Oakland
• Motor pool vehicles only (7 a.m. – 5 p.m.)

Hayward Garage
(Hours: 7 a.m. – 4 p.m.)
10 Moran Court, Hayward, CA 94544
Service appointments

Dublin - Santa Rita Garage
(Hours: 7 a.m. – 4 p.m.)
6175 Madigan Road, Dublin, CA 94588
Service appointments
Accidents

In the event of a vehicle accident, the driver shall:

- Stop at once and move safely to side of roadway to minimize hazard if possible.
- Send for police or ambulance if necessary by calling 9-1-1.
- Do not admit responsibility/liability for the accident.
- Obtain adverse party and witness information.
- If towing is needed, see Emergency Roadside Service on page 8 in this User Guide.
- Notify Motor Vehicle Division by calling (510) 272-6400 within 48 hours to schedule a vehicle inspection.
- Fax a copy of this form to Risk Management within 48 hours of the accident
  - [Risk Management’s Fax# (510) 272-6815]
- Send the original report to Motor Vehicle Division, 165-13th Street, Oakland, CA 94612, no later than 2 working days from the incident date. (QIC Code 20119)

Automobile Insurance

Automobile liability covering bodily injury and property damage is provided by the county’s self-insurance program. Contact the county’s Risk Management Services at (510) 272-6451 for any insurance related questions.

Automobile accidents should be reported to the Motor Vehicle Division at (510) 272-6401 within 48 hours.

Automobile insurance financial statement is on the last page of this User’s Guide.

Automobile Rentals from the Motor Vehicle Division (MVD)

When the use of an automobile is essential for conducting county business, employees shall contact the MVD to make arrangement for either a short-term daily motor pool vehicle or long-term departmental assigned rental.

To rent a short-term daily motor pool vehicle, employees shall go to the nearest county garage and:

- Present the County Operator Card.
- Present a valid driver license.

To keep a daily motor pool vehicle overnight, employees shall also at the time of dispatch:

- Present an approved Overnight Authorization form, downloadable at http://alcoweb/gsa/mv/, to the dispatcher.

To rent a departmental assigned vehicle on a long-term basis, employees shall:

- Contact the MVD for assistance.
- Contact your agency/departamental representative.
- Seek Board approval to acquire additional automotive equipment.
Automobile Rentals from a Commercial Vendor

When county-owned automotive equipment is not available and the use is essential for conducting county business, employees shall:

• Contact the Oakland motor pool dispatcher at (510) 272-6400 to set up a rental within the county.
• Present the County Operator Card, valid driver license, and the authorization number to the commercial rental location in order to obtain a contract.
• Return the commercial auto to its original rental location.
• To set up a rental car outside the county, go to www.enterprise.com. The account number is #23C0302 (Password “ALA”) for the county’s discounted rates.

Rental car expense for cars needed outside of the county will be an employee reimbursement.

Car Wash Services

Car washes are available to county vehicles at a maximum of twice per month. Standard washes include outside wash and dry, interior vacuum, and all windows. Contact the Motor Vehicle Division at (510) 272-6400 if waxing, detailing or interior repair is needed.

Authorized car washing facilities are:

• Dublin Auto Wash
  (8 a.m. – 6 p.m. Mon.-Sat.; 9 a.m. - 5 p.m. Sun.)
  7240 Dublin Blvd., Dublin
  (925) 828-2765
• Market Street Shell
  610 Market St., Oakland
  (510) 465-4961
• High Street Hand Wash
  (8 a.m. - 5:30 p.m. all week)
  569 High Street, Oakland (510) 536-4333
• Mission Hand Wash
  (8 a.m. - 5:30 p.m. all week)
  23981 Mission Blvd., Hayward (510) 733-6335

Commute Mileage Tax

Employees that have been authorized, by their department head, to drive their assigned, County-owned vehicle home over night will be charged a tax for this usage. The tax will be calculated by the mileage from the employee’s home to the main work location for their department. This tax is an IRS regulation which requires all employees which drive County-owned vehicles home overnight to be charged a tax on their commute mileage. (Law enforcement is excluded from this tax.)

Driver Responsibilities

It is the responsibility of the driver of a county vehicle to ascertain that the vehicle is safe before starting out. If the vehicle is not in a safe operating condition, report the deficiency to a county garage by completing a Vehicle Condition Report (Form 140-35) downloadable at http://alcoweb/gsa/mv/.
Operators of vehicles will comply with all sections of the California Vehicle Code. Any parking, toll or traffic violations incurred in a county vehicle are the responsibility of the driver. The driver will be responsible for the safekeeping of a vehicle at all times while it is in the driver’s possession. The driver is responsible for seeing that the vehicle will be used only for official county business and for following the appropriate sections of the Administrative Code governing the use of county vehicles. Interiors of vehicles shall be maintained in a state of cleanliness at all times.

**Driver’s License and Authorization**

Authorization is required to drive a county motor vehicle in addition to a valid Driver License. To obtain authorization, submit a completed Motor Vehicle Driver’s Card Request (Form 140-26) to the Motor Vehicle Division (QIC: 20119). Download the form at [http://alcoweb/gsa/mv/](http://alcoweb/gsa/mv/). Please note that County Operator Card (“Blue Cards”) are no longer required.

**Emergency Roadside Service/Mechanical Failure**

State-wide, 24-hour emergency roadside assistance through National Auto Club is available to GSA fleet vehicles, including light and heavy duty vehicles. The National Auto Club Roadside Assistance Program can be reached toll-free at (866) 329-3471. This service is not available for private vehicles.

The emergency roadside service may be used in the event that a GSA vehicle is disabled on a public street, highway or in a public parking garage within the State of California. Emergency roadside service is intended to enable drivers to complete their travel, or take the vehicle in to a GSA approved provider for service. The services covered by the Roadside Assistance Program are:

- Locked car service—retrieval of ignition key when locked inside the vehicle.
- Battery jump/boost: jump start vehicle with drained battery.
- Flat tire change: change the flat tire using the vehicle spare.
- Emergency gas, oil and water: provide minimum quantity of gas, oil and water to get the vehicle safely back on the road.
- Mechanical first aid: perform minor adjustments to enable a vehicle to be safely operated.
- Towing: tow vehicle that cannot be safely operated to the nearest GSA County garage or GSA-approved service provider.

Many auto manufacturers provide at no cost a three year/36,000 miles roadside assistance program as part of their standard warranty. Your vehicle may be eligible for this free service. Please have your vehicle identification number ready and each manufacturer’s phone number is listed below:

DaimlerChrysler Corporation . . . . . . . 1 (800) 521-2779  
Ford Motor Company . . . . . . . . . . . 1 (800) 241-3673  
General Motors Corporation . . . . . . 1 (800) ROADSIDE  
Honda Motor Company . . . . . . . . . 1 (800) 594-8500  
Toyota Motor Sales USA . . . . . . . . . 1 (800) 444-4195
Electric Vehicles

Electric vehicles (EVs) are available at all MVD locations, except for Dublin, which will add EVs in summer 2015. MVD encourages the use of EVs by County staff to help reduce petroleum fuel usage and improve air quality. EVs typically have a driving range of about 70-100 miles and can be an excellent fit for shorter trips around the County. Consult the “EV Driving Guide,” available on each car’s glove compartment for more information.

Employees must charge their EV so that other employees can use it. To charge an EV:

• Open the cover for the charge port (it looks like a gas cap)
• Activate the charging station by placing the ChargePoint card, connected to the vehicle key ring, against the front screen of the charging station
• Remove the holster from the charging station and plug it into the vehicle’s charge port

Fueling County Vehicles

It’s preferred that you fuel your vehicle at County fuel facilities as it saves the County money, although you may also fuel at non-County fueling stations, if needed.

To fuel at County Fuel Stations:

The County’s new fuel locations don’t require manual odometer entering, making it easier and quicker for you to refuel. See the list of County Fuel Locations below. To fuel:

• Park at the fuel location and turn off the engine.
• Remove the fuel nozzle and slide the metal lever to the “on” position
• Insert the fuel nozzle into the vehicle and wait about a second – the computer is communicating with the vehicle
• Begin pumping fuel
• Slide the metal level to “off” and insert the fuel nozzle back

County Fuel Station Locations Hours & Fuel Types Available

Call (510) 272-6401 to report any fueling issues.

Dublin – Santa Rita Garage
6175 Madigan Road, Dublin
(corner of Madigan Road and Gleason Drive) Unleaded & diesel fuel - 24 hours

Hayward - Turner Court Fuel Station
951 Turner Court, Hayward
(corner of Turner Court and Kay Avenue) Unleaded & diesel fuel

Hayward - West Winton Fuel Station
224 West Winton Avenue, Hayward
(between Amador Street and Santa Clara Street) Unleaded fuel - 24 hours
Oakland - Alcopark Fuel Station
13th Street at Jackson Street, Oakland Unleaded fuel - 24 hours

San Leandro - OES Fuel Station
2000 – 150th Avenue, San Leandro
(between Foothill Blvd. and Van Avenue) Unleaded fuel - 24 hours

To fuel at non-County fuel stations:
Fleet “green” Cards can be used for publically-available fuel stations. The County of Alameda Fleet Card is used solely for refueling county vehicles. Each vehicle has an individually assigned vehicle card to access any non-county fuel station. Follow instructions posted on the screens at each location.

Maintenance of Motor Vehicles
County vehicles receive scheduled preventive maintenance inspections at regular intervals to ensure operational safety, cost effective to operate, and to comply with warranty requirements:

Perform lubrication and mechanical inspection services every six months or 6,000 miles.
Perform smog check inspections in accordance with the Bureau of Automotive Repairs requirements.

“Next Service Due” decals are placed in vehicles on the upper left hand corner of the windshield to assist drivers on maintaining their assigned vehicles. For service appointments or information, call (510) 272-6403 or your respective area county garages.

Misuse of Equipment
County vehicles are used solely for official business. Misuse reports received by the Motor Vehicle Division will be sent to the appropriate Agency/Department Head for investigations. Employees who misuse a county vehicle shall be liable for the actual costs.

No Smoking in County Vehicles
Smoking is prohibited in all county motor vehicles.

Overnight Vehicle Authorization
Daily motor pool vehicles are for short-term use only and shall be returned on the same day. Occasional overnight use is permitted with prior Agency/Department Head approval. Drivers shall present to the motor pool dispatcher a completed Overnight Vehicle Authorization form at the time of pickup. Download the form at http://alcoweb/gsa/mv/. Only original copies will be accepted.
Storage

Drivers are responsible for the safekeeping of a county vehicle at all times while it is in his/her possession. Call the GSA-Parking Division at (510) 208-9501 for parking accommodations and related questions.

Traffic / Parking Violations

If an employee is cited for traffic or parking violation while driving a county vehicle, it is the employee’s responsibility to make certain the fine is paid. Delinquent notices will be sent to the employee’s Agency/Department Head for action.

Vehicle Requests

The Motor Vehicle Assignment Request form is available at http://alcoweb/gsa/mv/. This form must be signed by the agency department head that is requesting the new vehicle assignment.

Volunteers and Contractors Use

County motor vehicles may be used by volunteers and contractors when engaged in county business provided that the head of the department for which the services of the volunteer or contractor are performed authorized such use within the guidelines developed by the General Services Agency. See webpage for driver agreement and downloadable form.

Automobile Insurance Financial Statement

Alameda County is self-insured for automobile liability covering bodily injury and property damage. Automobile accidents should be reported to:

General Services Agency
MOTOR VEHICLE DIVISION
165 – 13th Street Oakland, CA 94612
(510) 272-6400
Attention: Fleet Manager