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.
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 to be a valuable resource. The Motor Vehicles Division strives for excellence in providing 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/

Willie A. Hopkins, Jr., Director, General Services Agency

Phillip Kobernick, Acting Logistics Services Manager, GSA
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 1,100 sedans, 300 light duty trucks and vans, and 50 heavy automotive equipment. Our responsibility is to ensure the County’s fleet is safe to operate, is properly maintained, and is economically sound. 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 to provide transportation for County employees on official business.

A full range 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 provides motor fuel to the County and other municipalities utilizing five self-serve fully automated refueling stations.

To promote clean air, the division has Advanced-Fuel Vehicles (AFV) available for our customers. We promote AFVs to our clients and encourage them to help reduce automotive related air pollution. 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.
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## County Vehicle Locations, Hours, and Services

**Motor Vehicle Administrative Office**
165 13th Street, Oakland, CA 94612
7:30 a.m. – 4:00 p.m.
Administration: (510) 272-6400 or x26400, QIC: 20119
Call (510) 272-6400 to report any vehicle, fueling, or service issues

<table>
<thead>
<tr>
<th>Location</th>
<th>Motor Pool Vehicles</th>
<th>Fueling</th>
<th>Maintenance And Repairs</th>
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<tr>
<td><strong>Alco Park Garage</strong>&lt;br&gt;165 – 13th Street, Oakland&lt;br&gt;(510) 272-6400 or x26400</td>
<td>7 a.m. – 7 p.m. Motor pool vehicles, reservations, and general information.</td>
<td>Unleaded fuel and EV fast charger 24 hours</td>
<td>Service appointments 7 a.m. – 4 p.m.</td>
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<tr>
<td><strong>Oakland-Broadway Motor Pool</strong>&lt;br&gt;7th and Jefferson Street, Oakland</td>
<td>7 a.m. – 5 p.m. Motor pool vehicles. Self-service only. Use the online system to reserve a vehicle.</td>
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<tr>
<td><strong>Hayward-Amador Parking Garage.</strong> 24360 Amador Street, Hayward</td>
<td>7 a.m. – 7 p.m. Motor pool vehicles. Self-service only. Use the online system to reserve a vehicle.</td>
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<tr>
<td><strong>Hayward Garage</strong>&lt;br&gt;10 Moran Court, Hayward&lt;br&gt;(510) 670-5089 or x55089</td>
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<td>Service appointments 7 a.m. – 4 p.m.</td>
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<tr>
<td><strong>Hayward - Turner Court Fuel Station</strong>&lt;br&gt;951 Turner Court, Hayward (corner of Turner Court and Kay Ave.)</td>
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<td>Unleaded &amp; diesel fuel 7 a.m. – 3 p.m.</td>
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<tr>
<td><strong>Hayward - West Winton Fuel Station</strong>&lt;br&gt;224 West Winton Avenue, Hayward (between Amador St. and Santa Clara St.)</td>
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<td>Unleaded fuel 24 hours</td>
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<tr>
<td><strong>San Leandro - OES Fuel Station</strong>&lt;br&gt;2000 – 150th Avenue, San Leandro (between Foothill Blvd. and Van Avenue)</td>
<td></td>
<td>Unleaded fuel 24 hours</td>
<td></td>
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<tr>
<td><strong>Dublin - Santa Rita Garage</strong>&lt;br&gt;6175 Madigan Road, Dublin (corner of Madigan Road and Gleason Dr.)&lt;br&gt;(925) 828-9043</td>
<td></td>
<td>Unleaded &amp; diesel fuel 24 hours</td>
<td>Service appointments 7 a.m. – 4 p.m.</td>
</tr>
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Automobile Rentals from the Motor Vehicle Division (MVD)

Drivers must be authorized to drive a County vehicle. 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 can make a reservation online at http://alcoweb/gsa/mv/ or call Motor Pool Dispatch office at (510) 272-6400.

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.

Returning County Motor Pool Vehicles

When returning County Motor Pool Vehicles:
1. Motor Pool vehicles must be returned to the same location from where they are picked up
2. Remember to take your belongings and remove any trash from the vehicle
3. Make sure to return the fuel level to a minimum of a half tank
4. Park EVs at a charging station and plug the vehicle in after use
5. Report any damages or driveability concerns to Motor Pool Dispatch at (510) 272-6400
Fueling County Vehicles

When returning a vehicle to the motor pool, employees must refuel the vehicle when the fuel level is less than half full. It is preferred that you fuel your vehicle at County fuel facilities as it saves the County money. You may fuel at non-County fueling stations (fuel card required), if needed.

Fueling at County Fuel Stations

The County’s fueling locations do not require manual odometer entering, making it easier and quicker for you to refuel. See the list of County fueling locations on page 1.

To fuel:
• Pull up to the fuel pump and turn the engine off
• Place the fuel nozzle in the fuel filler of the vehicle. Turn the metal lever of the gas pump to the “on” position
• Wait approximately ten seconds for the reader to reset to zero, and then begin fueling
• After fueling, turn the metal lever to “off” and put the fuel nozzle back

Fueling at non-County Fuel Stations

If a vehicle will be signed out for a few days on a long-distance trip where fueling will be required outside of the County, please contact Motor Pool Dispatch at (510) 272-6400 before or during your reservation.
Electric Vehicles

Electric vehicles (EVs) are available at all MVD locations. MVD encourages the use of EVs by County staff to help reduce petroleum fuel usage and to improve air quality. EVs can be an excellent fit for shorter trips around the County. EVs typically have a driving range of approximately 70-100 miles. Some EVs, like the Chevrolet Bolt, have a driving range of more than 200 miles. Consult the “EV Driving Guide” available in each car’s glove compartment for more information.

Before starting your EV trip, always check the dashboard message center display to confirm that you have sufficient range to complete your trip. If insufficient range, please let the attendant know, or take another vehicle.

Employees must charge the EV after each use, so other employees can use it. At self-service locations, employees should plug the vehicle into a charging station after use.

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 (found on the vehicle key ring) against the front screen (card reader) of the charging station
- Remove the holster from the charging station and plug it into the vehicle’s charge port

For emergency assistance or other concerns, please contact the Motor Vehicle Dispatch office (510) 272-6400.
Collisions

In the event of an accident:

- Stop at once and move safely to side of roadway to minimize hazard, if possible
- Send for police or ambulance, if necessary, by calling 911
- Do not admit responsibility/liability for the accident
- Obtain adverse party and witness information. Obtain driver’s license number, name, address, and date of birth of the other driver(s). Obtain make and model of the other vehicle(s), and name and address of registered owner(s), along with the insurance policy number. Provide the same to the other driver(s)
- During business hours, notify the Motor Vehicle Division by calling (510) 272-6400 and identify yourself, your department, and the vehicle number. Be prepared to give the location of the accident and whether the County vehicle can be driven. See Emergency Roadside Service in this User Guide
- If the vehicle is disabled during business hours and cannot be driven, contact Motor Vehicle Division at 510-272-6400. In the event of an accident after business hours when the vehicle cannot be driven, contact National Auto Club roadside assistance at 866-329-3471 for towing

Complete an Alameda County Risk Management Unit Vehicle Incident/Accident Report online as soon as possible, and no later than 48 hours after the accident:
https://www.acgov.org/esign/cao/rmu/forms/incident.html#1
Emergency Roadside Service/Mechanical Failure

During Business Hours
Tow vehicles that cannot be safely operated to the nearest GSA County garage or GSA-approved service provider:

- GSA Alcopark: 165 – 13th Street, Oakland, 94612  
  (510) 272-6400
- Hayward Garage: 10 Moran Court, Hayward, 94544  
  (510) 670-5089
- Dublin - Santa Rita Garage: 6175 Madigan Road, Dublin, 94588  
  (925) 828-9043

After Business Hours and Holidays
Call National Auto Club. 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 National Auto Club 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 to take the vehicle to a GSA approved provider for service.

Services covered by the Roadside Assistance Program:
- 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

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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 wash facilities

- Corwood Car Wash. 6973 Village Parkway, Dublin (925) 828-5151 (8 a.m. - 5:00 p.m. all week)
- High Street Hand Wash. 569 High Street, Oakland (510) 536-4333 (8 a.m. - 5:30 p.m. all week)
- Mission Hand Wash. 23981 Mission Blvd., Hayward (510) 733-6335 (8 a.m. - 5:30 p.m. all week)

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) 272-6400 within 48 hours. Automobile insurance financial statement is on the last page of this User Guide.

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.
**Driver Responsibilities**

It is the responsibility of the driver of a County vehicle to ascertain that the vehicle is safe before driving the vehicle. 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/. Click the Forms & Policies tab.

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 ensuring 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**

In addition to a valid driver license, authorization is required to drive a County motor vehicle. 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/. Click the Forms & Policies tab.

**Maintenance of Motor Vehicles**

County vehicles receive scheduled preventive maintenance inspections at regular intervals to ensure they are operationally safe, cost effective to operate, and 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 in maintaining their assigned vehicles. For service appointments or information, call (510) 272-6400 or your respective area County garages.

**Misuse of Equipment**

County vehicles are to be used solely for official business. Misuse reports received by the Motor Vehicle Division will be sent to the appropriate Agency/Department Head for investigation. Employees who misuse a County vehicle shall be liable for the actual costs. Most County vehicles are equipped with GPS Telematics that record vehicle data such as speed, location, and engine condition.

**No Smoking in County Vehicles**

Smoking is prohibited in all County motor vehicles.

**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 a 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 who 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 the head of the department for which the services of the volunteer or contractor are performed has 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

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