

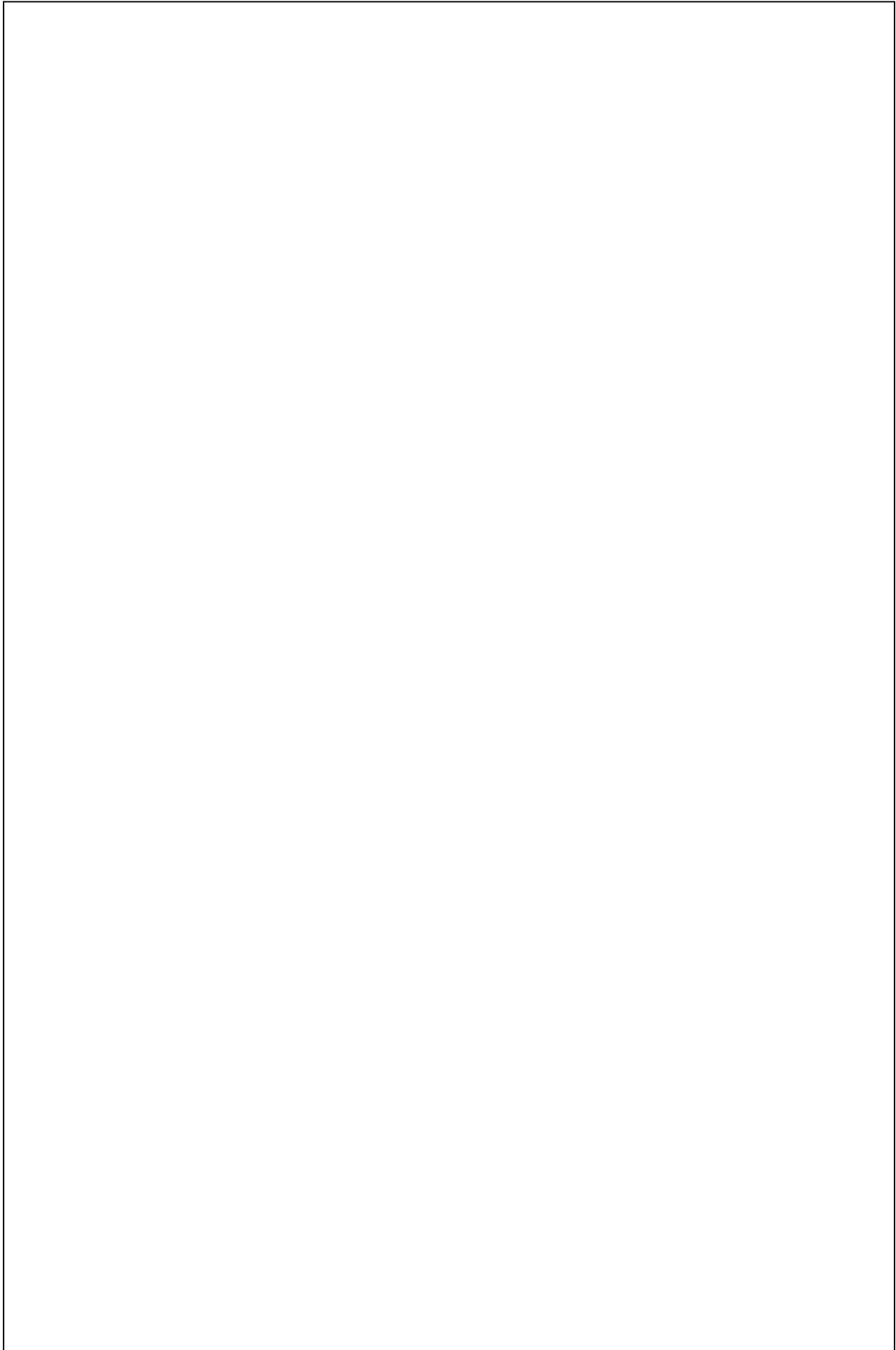
County of Ventura  
General Services Agency  
Fleet Services

# **VEHICLE OPERATOR'S HANDBOOK**



*Drive Safely  
Fasten Seat Belts  
No Smoking in County Vehicles*





## **Mission Statement**

GSA Fleet Services is a customer-oriented department committed to providing the highest quality service to all County Agencies/ Departments in a courteous and professional manner at all times. The department is charged with the responsibility of purchasing and maintaining safe, reliable and clean vehicles/equipment, providing mechanical support in a timely manner, and providing service and products that are safe, efficient and cost effective.

VENTURA COUNTY RADIO ALERT  
**EMERGENCY SYSTEM**

**LOCAL STATIONS**

KVEN – 1450 AM

KHAY – 100.7 FM

KMLA – 103.7 FM

**NO SMOKING  
IN  
COUNTY VEHICLES**

By

Order of the Board of Supervisors

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For other items of interest please visit our website at:

<http://vcweb/gsa/Fleet/>

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# Introduction

- Only persons who are conducting County business are permitted to drive or ride in County vehicles.
- Use of County vehicles for personal use is prohibited (except as specified in the County Administrative Manual).
- All persons authorized to drive a County-owned/leased vehicle or a personal vehicle for County business:
  - Must have a valid driver's license
  - Must obey all traffic laws
  - Are responsible for the safe operation and proper care of the County vehicle in their custody
  - Must wear seatbelts (in accordance with State Law) and shall be sure all passengers have their belts fastened
- County Policy PROHIBITS SMOKING in County vehicles.

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# Vehicle Operation Daily Checklist

Drivers of all County vehicles are responsible for daily operational checks on their vehicles. This includes drivers of Motor Pool vehicles. These checks are to ensure that the vehicle and equipment is safe and mechanically fit to be driven. Items to be checked include:

- Fluid levels: fuel, oil and water
- Lights
- Horn
- Windshield wipers
- Tires (examine for wear and air pressure)
- Turn Signals

Vehicle operators who need assistance in checking these items should visit any of the **REPAIR/SERVICE FACILITIES** listed in this booklet (page 13).

# Accident Reporting Procedures

What do I do in case of an accident?

- Complete the “Driver’s Accident Report” found in the Accident Reporting Kit (kept in the glove box of the vehicle). Send a copy of the accident report to GSA Fleet Services Administration, LOC #5030.
- Arrange for towing (if necessary) and for a vehicle repair estimate by calling GSA Fleet Services dispatch office at **(805) 672-2060**, Monday through Friday from 8:00 am to 5:00 pm. For emergency towing after-hours, call **(805) 672-2060 and follow prompts.**
- Report all vehicle accidents involving the public to CEO Risk Management. Contact them during normal office hours 8:00 am to 5:00 pm, Monday through Friday at **(805) 654-3126.**
- Vehicle operators should be prepared to provide information regarding liability insurance and vehicle registration. Refer to the section on **INSURANCE** and **VEHICLE REGISTRATION**, which follows (page 6).
- **Do not admit responsibility/liability for the accident.** Do not sign anything, except the police accident report or a citation, if necessary. Be courteous. Answer police questions. Give identifying information to the other party involved.

Accident Reporting Procedures (continued)

- Notify non-County parties involved in the accident to contact County of Ventura Risk Management at 800 South Victoria Avenue #1970, Ventura **(805) 654-3126** for all claims.

If the Accident reporting kit is not in the vehicle:

1. Take the necessary precautions to protect the scene of the accident from further accidents.
2. If someone is injured and/or fire is involved, dial **911** for emergency assistance.
3. You may obtain additional accident reporting kits from GSA Fleet Services Administration, Saticoy Operations Yard, 11201-A1 Riverbank Drive, Ventura **(805) 672-2060** or on our website at <http://vcweb/gsa/fleet>.

## Insurance

The County of Ventura is ***self-insured***. Certificates of Insurance/ Indemnity and all other information regarding liability insurance are available only from the CEO Risk Management Office, 800 South Victoria Avenue #1970, Ventura, CA, 93009 or call **(805) 654-3126**.

### Evidence of Automobile Liability Insurance

For the purpose of establishing financial responsibility, pursuant to Vehicle Code 16021(c), this vehicle is registered to the County of Ventura. For further information, contact:

**County of Ventura  
Risk Management  
800 S. Victoria Ave, L#1970  
Ventura, CA 93009  
(805) 654-3197**



[Risk.Management@Ventura.org](mailto:Risk.Management@Ventura.org)

*VC 16021 provides that Financial Responsibility is established if the driver owner is:*

*"(c) The United States of America, this state, any municipality or subdivision thereof, or the lawful agent thereof."*

## Vehicle Registration

A photocopy of the vehicle Registration and Proof of Insurance should be in the vehicle at all times (kept in the glove box). If the Registration or Proof of Insurance is missing, obtain a duplicate from GSA Fleet Services Administration, Saticoy Operations Yard, 11201-A1 Riverbank Drive, Ventura, or call **(805) 672-2040** or on our website <http://vcweb/gsa/Fleet/> .

(2006, County Of Ventura Street Guide Edition Thomas Guide, Pg 493, C2)

## Mechanical Failure

When a County vehicle breaks down, every effort should be made to contact GSA Fleet Services for assistance by calling:

- 8:00 am to 5:00 pm  
Monday through Friday (excluding holidays)  
**(805) 672-2060.**
- After hours, on weekends, or holidays, call  
**(805) 672-2060 and follow prompts.**
- If the breakdown occurs outside County limits, repairs must be approved by the Fleet Manager or his designee.

# Preventative Maintenance

It is the policy of GSA Fleet Services to perform preventative maintenance on the County's vehicle fleet as follows:

- Transportation (Automotive) –  
Every 7,500 miles or every six months, whichever comes first. Preventative maintenance for automotive vehicles (e.g., sedans, station wagons, vans, etc.) may be scheduled at any of the County's three repair facilities.
- Heavy Equipment –  
Every 3,000 miles/200 hours or every three months, whichever comes first. Preventative maintenance for heavy equipment (vehicles weighting one ton or more) will be scheduled only at the Saticoy Operations Yard.
- See the section on **REPAIR/SERVICE FACILITIES** (pages 13 & 14) for further or additional information.

GSA Fleet Services Administration will send a memorandum to notify user departments when a vehicle is due for service. A service reminder is also displayed in each vehicle. It is the user department's responsibility to contact Fleet Services to schedule maintenance when either the mileage, hours or date have exceeded the schedule on the service reminder.

If an appointment has been made in advance, an employee can usually wait while a vehicle is in for routine preventative maintenance service. However, other arrangements may become necessary should the technician discover additional problems with the vehicle.

## Loaner Vehicles

A loaner vehicle may be provided while an assigned vehicle is in for preventative maintenance, if scheduled in advance. To arrange for a loaner vehicle, call the appropriate site listed in the section **REPAIR/SERVICE FACILITIES** (pages 13 & 14).

## Car Wash Facilities

All vehicle operators are responsible for having their vehicles washed and cleaned on a regular basis (i.e., at least monthly or more frequently, if needed).

The Government Center garage has a drive-through car wash and the equipment necessary for cleaning windows and vacuuming interiors. Operation hours are Monday through Friday, 7:30 am to 5:00 pm, excluding holidays.

The self-service car wash at Saticoy can be validated with a County issued fuel key. It is available 24 hours a day, 7 days a week. Keys must be updated to allow access to the car wash.

To have a vehicle waxed, detailed or for repairs to interior, contact GSA Fleet Services Dispatch Office at **(805) 672-2060** for an appointment.

# Automated Central & Remote Motor Pool Vehicles

All County employees and other authorized persons are eligible to use vehicles from any of the nine Remote and Central Motor Pool locations.

- Fleet provides 24/7 self-service access to vehicles. There are nine remote sites in various County buildings throughout the County and a central kiosk located in the Hall of Justice parking lot E1.
- It quickly shows availability of vehicles for use at each site.
- Users make reservations on line then pick up and return the keys at a kiosk conveniently located in the parking lot 24/7.

Drivers must have a valid driver's license and have been authorized by their agency/department head to use a pool vehicle.

To access the online reservation system go to <http://vcweb/fleet/index.htm> then click on "MotorPool" listed to the left of the screen.

To speak to Central Motor staff in the HOA building call **(805) 654-3707** Monday through Friday from 7:30 am to 5:00 pm, except holidays.

# County Fuel Keys

Employees should use County fuel sites whenever possible to fuel County vehicles as per the County Administrative Manual. (Fuel sites are listed in the section on **County Fuel Sites**, pages 16 & 17).

A County fuel key is assigned to each County vehicle. **IMPORTANT!** When refueling at County sites, use only the key assigned specifically to the vehicle in order to obtain fuel.

**NOTE:** Mileage must be correctly entered into the fuel dispenser, e.g. 6,453 would be 6453. Do not enter tenths of a mile.

## Fuel Credit Cards

Fleet Services will provide a universal retail fuel credit card to any department upon request to the Fleet Manager at **(805) 672-2040**.

All fuel purchased on retail credit cards is billed to the department that purchased it.

Retail Fuel Credit Cards (e.g., Voyager Credit Cards) should be only used when it is not practical to obtain fuel at County fuel sites and:

- Only at self-service pumps and only for the purchase of regular fuel (not premium or super) and oil. Full service charges are prohibited.
- Be sure that the vehicle license number and County vehicle number is written on the transaction charge slip.
- Charges for items other than fuel, oil and carwashes, e.g. food and sundries, are prohibited.

# Charging Emergency Repairs

Fuel Credit cards may be used for vehicle repairs when traveling outside of Ventura County, however, prior approval by the Fleet Manager or his designee is required. To obtain approval call:

Monday through Friday, 8:00 am to 5:00 pm

**(805) 672-2060** (excluding holidays)

After hours, weekends and holidays call

**(805) 672-2060 and follow prompts.**

All receipts and invoices are to be forwarded to the Fleet Manager for payment. County vehicle number must be on the invoice. Brown Mail receipts and invoices to GSA Fleet Services, (Mail Code #5030).

# Reimbursement for Expenses

If an emergency occurs and an employee must use personal money to pay for fuel, oil or a vehicle repair, reimbursement procedures outlined in the Administrative Manual should be followed.

**NOTE:** The reimbursement request must be sent to the Fleet Manager (Mail Code #5030) for approval.

# Repair/Service Facilities

## VENTURA

Saticoy Operations Yard, 11201-A1 Riverbank Drive

(See THOMAS GUIDE PG 793, C2 Ventura County Street Edition 2006 or Fleet's website <http://vcweb/gsa/Fleet/pages/directions.asp> )

This site includes:

- Fleet Services Administration Office - **(805) 672-2040**
- Dispatch Office - **(805) 672-2060**
- **Operating Hours:**  
Monday through Friday, 8:00 am to 5:00 pm
- Main Transportation (Automotive) Garage
- Heavy Equipment Garage
- Parts Department
- Paint & Body Shop
- Gasoline and Diesel
- Self Service Car Wash

Both Transportation and Heavy Equipment Garages Perform:

- Preventative Maintenance Services including lubrication, oil change, vehicle inspection.
- Major and minor repairs including engine, transmission, tire repair, paint and body, issue parts and miscellaneous items.
- Fleet Services Administration provides these services for vehicle operators: issues County fuel keys, updates fuel keys for carwash use and retail service station credit cards.

## **Repair/Service Facilities (Continued)**

### **VENTURA**

Government Center Garage, 800 S. Victoria Avenue, located at the Service Complex, off Hill Street

This site includes:

- Phone **(805) 654-3908**
- Operating Hours  
Monday through Friday, 7:30 am to 5:00 pm
- Performs routine services (lubrication, oil change, vehicle inspection) and minor repairs (brakes, tires, belt and hose replacement).
- Gasoline
- Drive through Car Wash

### **THOUSAND OAKS**

East Valley Sheriff Substation, 2101 E. Olsen Road

This site includes:

- Phone – **(805) 494-8270**
- Operating Hours  
Monday through Friday, 7:00 am to 5:00 pm
- Performs routine services (lubrication, oil change, vehicle inspection) and minor repairs (brakes, tires, belt and hose replacement).
- Gasoline

**FOR AFTER HOUR EMERGENCIES, CALL:  
(805) 672-2060 and follow prompts.**

# Repair / Service Request - Sample

In order to serve you better, information is needed whenever service repairs are requested. This form can be obtained at any of the three repair facilities listed in this booklet (see pages 13 - 14) or online at <http://vcweb/gsa/fleet>

GSA FLEET SERVICES			
VEH. NO.		FUND NO.	DATE
DEPT. NO.	ACCT. NO.	ACT. NO.	PROJ. NO.
DEPT. NAME		MILEAGE	HOURS
<b>REPAIRS REQUESTED</b>			
ROUTINE SERVICE – Oil, Lube, Filter <input type="checkbox"/> CHECK SERVICE REMINDER			
ENGINE – Describe Problem			
BRAKES			
TRANSMISSION			
FRONT END AND TIRES			
BATTERY AND CHARGING SYSTEM			
PAINT AND BODY WORK			
OTHER PROBLEMS			
<i>Additional Space on Back</i> <input type="checkbox"/> <i>Over</i>			
SIGNATURE		PHONE	

# County Fuel Sites

Camarillo – Airport  
600 Aviation Drive  
(Adjacent to Animal Regulation)

Operating Hours: 24 Hrs./day  
Fuel Type: Gasoline

Lockwood Valley  
Sheriff's Substation  
15011 Lockwood Valley Road

Operating Hours: 24 Hrs./day  
Fuel Type: Gasoline/Diesel

Moorpark  
PWA Watershed Protection Yard  
7150 Walnut Canyon Road

Operating Hours:  
Monday through Thursday, 6:30 am to 5 pm  
Fuel Type: Gasoline/Diesel

Thousand Oaks  
Sheriff's Substation  
2101 E. Olsen Road

Operating Hours: 24 Hrs./day  
Fuel Type: Gasoline

Ventura  
Saticoy Operations Yard  
11201-A1 Riverbank Drive

Operating Hours: 24 Hrs./day  
Fuel Type: Gasoline/Diesel

(See THOMAS GUIDE PG 493, C2 Ventura County Street Edition 2006 or <http://vcweb/gsa/Fleet/pages/directions.asp> )

Ventura

Government Center Garage

800 S. Victoria Avenue

Operating Hours: 24 Hrs./day

Fuel Type: Gasoline

Ventura

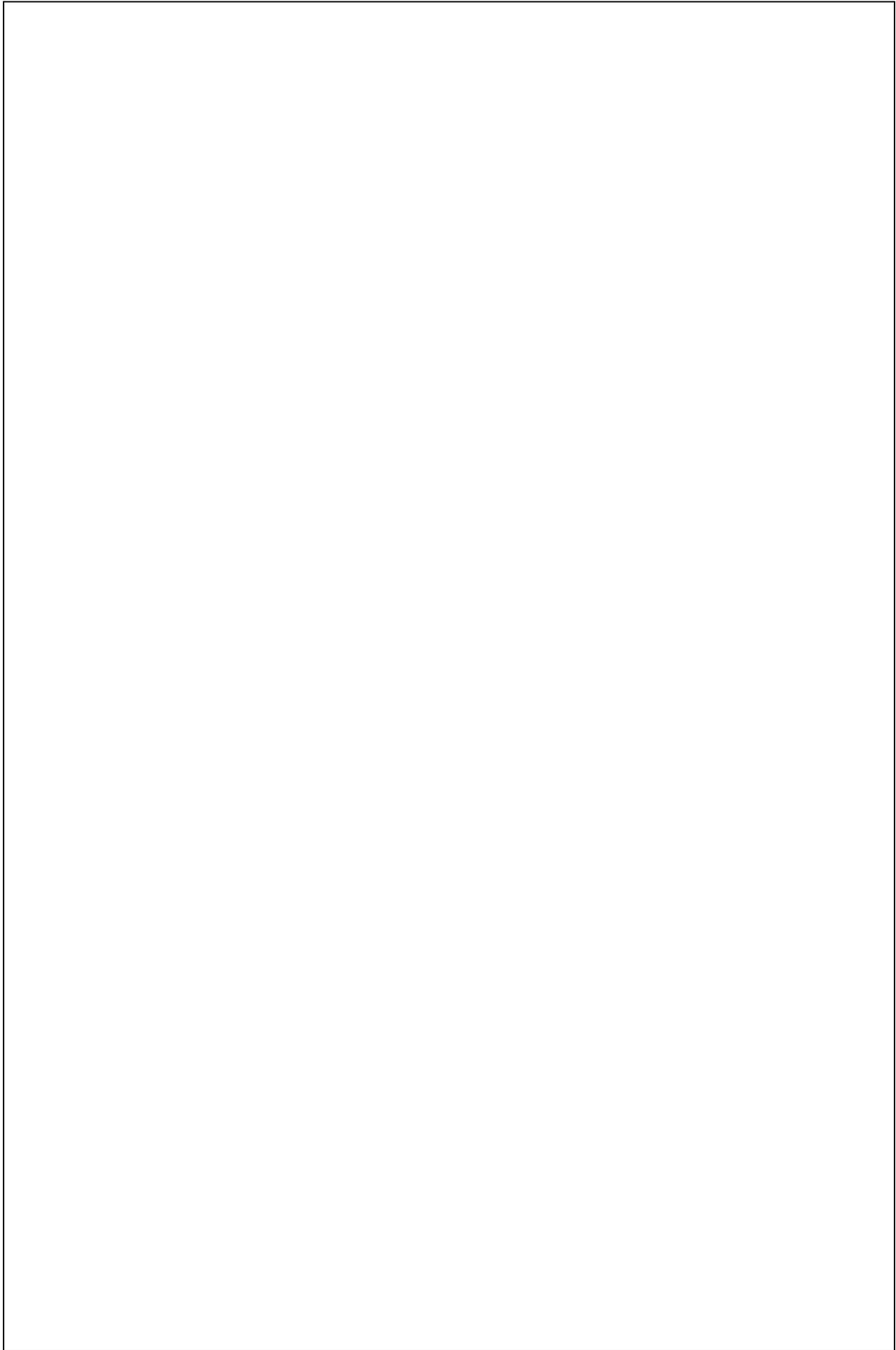
Predetention/Jail

800 S. Victoria Avenue

Operating Hours: 24 Hrs./day

Fuel Type: Gasoline





# DO NOT REMOVE THIS BOOKLET FROM VEHICLE

## THANK YOU

### Evidence of Automobile Liability Insurance

For the purpose of establishing financial responsibility, pursuant to Vehicle Code 16021(c), this vehicle is registered to the County of Ventura. For further information, contact:

**County of Ventura  
Risk Management  
800 S. Victoria Ave, L#1970  
Ventura, CA 93009  
(805) 654-3197**



[Risk.Management@Ventura.org](mailto:Risk.Management@Ventura.org)

*VC 16021 provides that Financial Responsibility is established if the driver owner is:*

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