

County of Ventura  
General Services Agency  
Fleet Services

# **VEHICLE OPERATOR'S HANDBOOK**



*Drive Safely*

*Fasten Seat Belts*

*No Smoking/Vaping/Tobacco Use  
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**

KVTA – 1590 AM

KHAY – 100.7 FM

KMLA – 103.7 FM (SPANISH)

**NO SMOKING/VAPING/  
TOBACCO USE  
IN COUNTY VEHICLES**

By

Order of the Board of Supervisors

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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 ensure all passengers have their belts fastened
- County Policy PROHIBITS SMOKING/VAPING/ TOBACCO USE in County vehicles.
- Cellular device usage must follow County Policy located at [http://vcportal.ventura.org/VCWEB/policies/docs/Cellular\\_Device\\_Policy.pdf](http://vcportal.ventura.org/VCWEB/policies/docs/Cellular_Device_Policy.pdf)

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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, visually)
- Turn signals
- Electric Vehicles – check battery charge level/range

Vehicle operators who need assistance in checking these items should visit any of the **REPAIR/ SERVICE FACILITIES** listed in this booklet (page 12 and 13).

## **Accident Reporting Procedures**

1. Take precautions necessary to protect the scene from further accidents, and call law enforcement. Inform them you are in a county vehicle and need a report.
2. Be courteous. Answer police questions. Give identifying information to the other party involved. Make no comments about assuming responsibility.
3. If safe to do so, take photos of both vehicles including full view, license plate, and scene. Obtain **all** the other driver(s) information including Driver's License, and Insurance Information. (Insurance Company and Policy Number).
4. Complete the "Driver's Accident Report" found in the glove box of the vehicle. If there is no report form in the vehicle, please see page 16 for an example that can be used.
5. Immediately and regardless of damage, the vehicle must be brought to Fleet Services, Saticoy Location, for inspection with the completed "Driver's Report of Accident." In addition, send a copy of accident report form to Risk Management at [Risk.Management@Ventura.org](mailto:Risk.Management@Ventura.org) or L#1970
6. If towing is needed call GSA Fleet Services office at (805) 672-2060, Monday through Friday from 6:30 a.m. to 5:00 p.m. Emergency after hours, call (805) 672-2060 and follow prompts.
7. Notify your Supervisor as soon as possible.

## Insurance

The County of Ventura is self-insured.

### **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 or 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 should be in the vehicle at all times (kept in the glove box). If the registration is missing, obtain a duplicate from GSA Fleet Services, Saticoy Operations Yard; 11201-A1 Riverbank Drive, Ventura. Call **(805) 672-2060**.

## **Mechanical Failure**

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

- 6:30 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 a Fleet Manager.

## **Preventative Maintenance**

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

GSA Fleet Services Administration will send an email to notify departments when a vehicle is due for service. A service reminder is also displayed in each vehicle's windshield. It is the department's responsibility to contact Fleet Services either by phone or through the PM Scheduler Program to schedule maintenance when either the mileage, hours or date have exceeded the schedule on the service reminder.

- See the section on **REPAIR/SERVICE FACILITIES** (pages 12 & 13) for further or additional information.

## **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 12 & 13).

## **Car Wash Facilities**

All vehicle operators are responsible for having their vehicles washed and cleaned inside and out 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 7:00 am to 4:00 pm, excluding holidays. To access the car wash, use the assigned fuel FOB for the vehicle.

The self-service car wash at Saticoy can be validated with a County issued fuel FOB. It is available 24 hours a day, 7 days a week.

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 ten Remote and Central Motor Pool locations.

- Fleet provides 24/7 self-service access to vehicles. There are ten remote sites in various County buildings throughout the County and a central kiosk located in the Hall of Justice parking lot E1.
- Central Motor Pool Users make reservations on-line then pick up and return the keys at a kiosk conveniently located in the parking lot 24/7.
- Remote Motor Pool Users make reservations on-line then pick up and use their assigned blue motor pool FOB to access vehicle.

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 on-line reservation system; go to <http://vcweb/gsa/fleet> then click on "Motorpool" listed on the left of the screen. The reservation system quickly shows availability of vehicles for use at each site.

To speak to Central Motor Pool staff at the Saticoy location; call **(805) 654-3707** Monday through Friday from 6:30am to 5:00 pm, except holidays.

## **County Fuel FOBs**

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

**NOTE:** If prompted mileage must be correctly entered into the fuel dispenser, e.g. 6,453.2 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 a Fleet Manager at **(805) 672-2060**.

All fuel purchased on retail credit cards is billed to the card assigned budget unit.

Assigned Retail Fuel Credit Cards should only be 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 and turned into the department's fiscal staff.
- 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 the designee is required. To obtain approval call:

Monday through Friday, 6:30 am to 5:00 pm  
**(805) 672-2060** (excluding holidays)

After hours, weekends and holidays, call  
**(805) 672-2060 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, L# 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, L# 5030 for approval.

# **Repair/Service Facilities**

## **VENTURA**

Saticoy Yard; 11201-A1 Riverbank Drive

Fleet's website at <http://vcweb/gsa/Fleet/pages/directions.asp>

This site includes:

- Fleet Services/Dispatch Office – **(805) 672-2060**
- **Operating Hours:**
  - Monday through Friday, 6:30 am to 5:00 pm
- Main Transportation (Automotive) Garage
- Heavy Equipment Garage
- Parts Department
- Paint & Body Shop
- Installation/Radio Shop
- Gasoline & 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 FOBs, and retail services 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, 7:00 am to 4:00 pm
- Performs preventative maintenance services; lubrication, oil change, vehicle inspection and minor repairs (brakes, tires, belt and hose replacement).
- Gasoline
- Drive Through Car Wash and vacuum

### **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 4:00 pm
- Performs preventative maintenance services; lubrication, oil change, vehicle inspection and minor repairs (brakes, tires, belt and hose replacement).
- Gasoline

**FOR AFTER HOUR EMERGENCIES, CALL:  
(805) 672-2060 FOLLOW PROMPTS.**

## **County Fuel Sites**

### **Camarillo**

Airport (Adjacent to Animal Service)  
600 Aviation Drive

Operating Hours: 24 hrs/day  
Fuel Type: Gasoline

### **Lockwood Valley - Gated**

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 5:00 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

**County Fuel Sites (Continued)**

**Ventura**

Government Center Garage  
800 S. Victoria Avenue

Operating Hours: 24 hrs/day  
Fuel Type: Gasoline

**Ventura - Gated**

Predetention /Jail  
800 S. Victoria Avenue

Operating Hours: 24 hrs/day  
Fuel Type: Gasoline

Fleet's website at <http://vcweb/gsa/Fleet/pages/directions.asp>)

# Driver's Report of Accident

**INJURED PERSONS**

1. Name: \_\_\_\_\_  
 Age: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Extent of Injury: \_\_\_\_\_

2. Name: \_\_\_\_\_  
 Age: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Extent of Injury: \_\_\_\_\_

3. Name: \_\_\_\_\_  
 Age: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Extent of Injury: \_\_\_\_\_

**DAMAGE TO PROPERTY**

Owner: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Damage to Property: \_\_\_\_\_  
 Extent of Damage: \_\_\_\_\_

**DRIVER'S REPORT OF ACCIDENT**  
**THE ACCIDENT**

COUNTY VEHICLE # \_\_\_\_\_  
 Dept. Assigned \_\_\_\_\_  
 Name of Driver \_\_\_\_\_  
 Vehicle License No. \_\_\_\_\_  
 Place of Accident \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_  
 Direction of Travel \_\_\_\_\_  
 Speed \_\_\_\_\_ MPH

**OTHER VEHICLE—COMPLETE IN FULL**

Name of Driver \_\_\_\_\_  
 Address \_\_\_\_\_  
 Phone No. \_\_\_\_\_  
 Driver's License No. \_\_\_\_\_  
 Year/Make/Model \_\_\_\_\_  
 Vehicle License No. \_\_\_\_\_  
 Owner of Vehicle \_\_\_\_\_  
 Address \_\_\_\_\_  
 Insurance Co. \_\_\_\_\_  
 Policy # \_\_\_\_\_  
 Direction of Travel \_\_\_\_\_  
 Speed \_\_\_\_\_ MPH

**OBTAIN ALL INFORMATION**

**COUNTY OF VENTURA  
 DRIVER'S REPORT OF ACCIDENT**



**IMMEDIATELY AND REGARDLESS OF DAMAGE BRING VEHICLE TO FLEET SERVICES FOR SAFETY INSPECTION WITH THIS COMPLETED DRIVER'S REPORT OF ACCIDENT.**

An accident report must be filed our regardless of fault. Please submit the accident report to GSA Fleet Services (LA5030) and send a copy to the CEO Risk Management to Risk\_Management@Ventura.org. (LA1970). All acts of vandalism to county vehicles should also be reported to Fleet Services immediately at (805) 672-2060.

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**PLEASE READ CAREFULLY**  
*What to do in case of an accident.*

- Take precautions necessary to protect the scene of the accident from further accidents, and call law enforcement. Inform them you are in a county vehicle and need a report.
- Be courteous. Answer police questions. Give identifying information to the other party involved. Make no comments about assuming responsibility.
- If safe to do so, take photos of both vehicles including full view, license plate, and scene. Obtain all the other driver(s) information including Driver's License, and Insurance information. (Insurance Company and Policy Number).
- Immediately and regardless of damage, the vehicle must be brought to Fleet Services, Saticoy Location, for inspection with this completed "Driver's Report of Accident". An accident report must be completed regardless of fault. In addition to taking the form to GSA Fleet Services with the vehicle, send a copy to Risk Management at Risk\_Management@Ventura.org or Los #1970.
- If towing is needed call GSA Fleet Services office at (805) 672-2060, Monday through Friday from 6:30 a.m. to 5:00 p.m. For emergency towing after hours, call (805) 672-2060 and follow the prompts.
- Notify your Supervisor as soon as possible.

Was a police report taken?  Yes  No

INDICATE LAW ENFORCEMENT AGENCY:  
 \_\_\_\_\_  
 Name of Officer: \_\_\_\_\_  
 Report No. (if known) \_\_\_\_\_

**DESCRIPTION OF ACCIDENT**

Date: \_\_\_\_\_ Time: \_\_\_\_\_  
 Condition of Road: \_\_\_\_\_  
 Weather: \_\_\_\_\_  
 Light Condition: \_\_\_\_\_  
 Description: \_\_\_\_\_  
 \_\_\_\_\_  
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 \_\_\_\_\_  
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 \_\_\_\_\_  
 \_\_\_\_\_

**DIAGRAM OF ACCIDENT**

*Sketch a diagram below showing exact relationship of roadway and vehicles at the time of the accident. (Identify your vehicle as #1, other vehicles as #2, #3, etc.)*

Date: \_\_\_\_\_  
 Signed: \_\_\_\_\_  
 Employee No.: \_\_\_\_\_

**WITNESSES**  
*It is important to get as many as possible.*

1. Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone: \_\_\_\_\_

2. Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone: \_\_\_\_\_



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

