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ACCIDENT/INCIDENT PROCEDURES

At the Site of the Accident/Incident

1. Do not move your vehicle unless the accident/incident is minor and the traffic is heavy, or your vehicle presents a serious hazard to other vehicles.

2. Find out if anyone is injured.

3. Call local law enforcement authority or if EMERGENCY call 911.
   Local Police Departments (non-emergency numbers):
   Cloverdale ................................................... 894-2150
   Cotati .......................................................... 792-4611
   Healdsburg .................................................. 431-3377
   Petaluma ...................................................... 778-4372
   Rohnert Park ................................................ 584-2600
   Santa Rosa ................................................... 528-5222
   Sebastopol .................................................... 829-4400
   Sonoma ........................................................ 996-3602
   Windsor ....................................................... 838-1234
   California Highway Patrol (CHP) .............. 551-4100
   County Sheriff’s Dispatch.............................. 565-2121

4. Use the accident/incident form in the glove box to obtain witness information, gather names, addresses, phone numbers and insurance information.

5. Do not discuss the accident/incident with anyone except the investigating police officer, the County Risk Manager, County Fleet Operations, or your immediate supervisor or department head.

6. Sonoma County is self-insured.

7. Do not admit responsibility/liability for the accident/incident.

8. Sign nothing but a police accident report or a citation if necessary.
Reporting the Accident/Incident to County Officials

1. **ALL ACCIDENTS/INCIDENTS MUST BE REPORTED TO FLEET OPERATIONS WITHIN 24 HOURS.**

2. County accident/incident report forms are in the glove box of your County vehicle or available at Fleet Operations. A completed accident/incident report will provide information on other vehicles, drivers or property involved, witnesses, weather conditions, road conditions, names, phone numbers, addresses and insurance policy numbers of the other party or parties, and any other pertinent information regarding the accident/incident.

3. Reporting injury accidents/incidents or any accident/incident involving members of the public must be reported immediately to the appropriate law enforcement agency, as well as Fleet Operations Division. Report injury accidents/incidents by phone to the County Risk Manager at 565-2942.

4. When reporting non-injury accidents/incidents, complete the entire accident/incident report within 24 hours of the accident/incident. If you are injured and unable to complete the report, your department should report it for you. After it is completed, please bring it to Fleet Operations for the formal report.

What Should You Do With Your County Vehicle?

1. If the County vehicle is able to be driven then bring it to the Fleet Operations Light Equipment facility, 709 Russell Ave., in the County Administration Center for a mechanical inspection. Heavy Equipment should be taken to the Heavy Equipment facility at 1200 Century Court.

2. If your vehicle is inoperable or unsafe to drive, call Fleet Operations at 565-2639 and ask for further instructions. If the accident/incident occurs after regular County business hours, call Art’s Towing at 544-2449 and have the vehicle towed to the appropriate Fleet Operations facility. If you are out of the county when an accident/incident occurs, follow the instructions in the section entitled, “In Case of Mechanical Failure or Breakdown.”
IN CASE OF MECHANICAL FAILURE OR BREAKDOWN

Follow these instructions if your County owned vehicle experiences a mechanical failure or breakdown:

Procedures During County Business Hours

If you have a mechanical problem with your County vehicle during regular County business hours, call County Fleet Operations at 565-2639 for instructions. Regular business hours for Fleet Operations are Monday thru Friday, 7:30 A.M. to 4:30 P.M. Collect calls will be accepted for this purpose.

Procedures After County Business Hours or Weekends

After hours or weekends, contact one of the following (listed in priority order):

- Sheriff’s Dispatch..................................................(707) 565-2121
- County Towing Vendor – ART’S TOWING ........(707) 544-2449

If the above options do not solve your mechanical problems, then follow the guidelines below:

Repairs Under $75

If taking one of the above options does not solve your problem, you may authorize repair of the vehicle by a competent dealer, repair shop or service station for repairs such as flat tires, fan belts, radiator and heater hoses, etc. that are under $75.

Use your County commercial fuel credit card for repairs under $75. If you cannot use the County credit card, charge the repairs to Fleet Operations designating the County vehicle number or pay for the repairs yourself and present the bill to Fleet Operations for reimbursement. (Fleet Operations will either reimburse you from petty cash or a County claim form will be prepared and processed for you.)

Repairs Over $75

If the repairs are estimated to cost over $75 and/or the vehicle is unsafe to operate or inoperable, you must have the repair vendor contact County Fleet Operations for instructions. Collect calls will be accepted for this purpose. The County Fleet Operations phone number is (707) 565-2639. After normal business hours or on weekends, follow the procedures outlined above.
Emergency Assistance Available

Local
The California Highway Patrol and the Sonoma County Sheriff’s Department are also available to assist stranded motorists when in Sonoma County.

- California Highway Patrol ......................... (707) 551-4100
- Sonoma County Sheriff’s Dispatch .............. (707) 565-2121

Out of County
When out of town, the local California Highway Patrol (CHP), Sheriff or Police Department are also available to assist stranded motorists. Consult a local phone book for these numbers.

VEHICLE CARE AND PREVENTIVE MAINTENANCE

Driver Responsibilities
Drivers operating County vehicles are responsible for the following:

- Prompt adherence to County preventive maintenance (PM) schedules. A service due reminder sticker is placed on the upper left corner of the windshield of each vehicle as a constant reminder.
- Maintenance of proper tire and fluid levels at all times.
- Keeping the vehicle clean and litter free.
- Reporting an unsafe vehicle and bringing it in for a safety check.

Preventive Maintenance Program
The preventive maintenance program has been designed to ensure that your County vehicle is consistently maintained, meets manufacturer warranty requirements and can be utilized with minimum downtime over its technical life.

A complete safety check, a review of operator complaints and repair of mechanical problems are also completed during each preventive maintenance service.

Preventive maintenance is performed at the following intervals:
- Every 5,000 miles or 9 months.
• Every 35,000 miles a regular service plus an ignition tune up and transmission service will be performed.

Every two weeks the vehicle coordinator in each department receives a Preventive Maintenance report. This report is a reminder of upcoming services and overdue services, as well as smog inspections that may be required. In addition to the report, there is a service due reminder sticker on the windshield of each vehicle.

For service information or to make an appointment for a service, call 565-2639.

**Dropping Off County Vehicles For Service or Repair**

When dropping off a County vehicle for service or repair, please do the following:

• Park vehicle in the Lot.
• Bring mileage and keys into the Fleet Operations office.
• Fill out yellow work order form completely, describing in detail any problems.

**Picking Up County Vehicles After Service or Repair**

“B” series vehicles (undercover cars) will be completed within 24 hours unless mechanical staff discovers necessary repairs. Drivers will be notified when the vehicle is completed and ready to be picked up.

“C”, “D”, and “E” series vehicles will be completed in a timely manner unless necessary repairs are discovered by mechanical staff. Drivers or vehicle coordinators will be notified when the vehicle is completed and ready to be picked up.
If You Feel Your County Vehicle is Unsafe

A County vehicle should not be operated when it is in a dangerous or defective condition. Such conditions should be reported to Fleet Operations as soon as possible and the vehicle should be delivered or towed to Fleet Operations for a safety check.

In the normal course of operation, County drivers should also conduct a walk around inspection of their vehicles prior to daily use. Any damage noted should be reported to Fleet Operations immediately upon discovery.

FUELING COUNTY VEHICLES

First Choice for Fuel ➔ County Center Fuel Station

County vehicles must be fueled at the County Administration Center fuel station on Paulin Drive whenever possible because gasoline is purchased in bulk quantities and is more economical for County use. The County Center fuel station is accessible 24 hours a day.

County Vehicle and Driver Fuel Cards

County fuel cards (white vehicle cards) are assigned to each vehicle for fueling at the County fuel station. An employee proximity card is issued to each authorized County driver by his or her department. The proximity driver card also operates the gate to the County fuel station for use after normal duty hours and on weekends, providing the department has requested fuel station gate access for the employee from GS - FDM. Both the employee proximity and vehicle card are needed to obtain fuel and to operate the gate.

FUELING FACILITY - Operating Instructions

Entering The Fuel Facility:

Enter through the west gate only. Both the entrance gate and the exit gate are automatically controlled to open at 7:00 A.M. and close at 5:30 P.M., Monday through Friday, holidays excluded. To enter the facility after hours, weekends and holidays you will need to use your employee proximity card at the entry gate card reader. Hold the card up to the proximity pad. The gate will open completely in about 30 seconds and will begin to close in approximately 20 seconds.
Exiting The Fuel Facility:
After fueling your vehicle and checking the fluids, exit the fuel facility by the east gate only. When the gate is closed, drive your vehicle slowly up to the gate. As your vehicle rolls over a pressure pad in the asphalt the gate will begin to open. The gate takes approximately 30 seconds to open and will begin to close in about 10 seconds. Should anything occur to your vehicle that causes it to stall in the path of the gate, do not panic. The gate will lightly touch the vehicle and reopen. In the event of a malfunction of the gate system or a power loss at the County Center, the gates will not open. You may walk out of the fuel facility by way of the personnel gate at the west side of the fence that faces Paulin Drive. This gate requires a key to re-enter, so take your personal items with you.

EMERGENCY PUMP SHUTOFF SWITCH
The emergency shutoff switch for the fuel pumps is located on the exterior wall of the fuel facility utility building. The switch is bright red in color and is labeled EMERGENCY PUMP SHUTOFF. You should not use this switch unless a true emergency exists, i.e. pumps won’t shut off and gas is spilling, vehicle fire, etc.

Telephone
Also located on the fuel facility utility building, in a green box is the emergency telephone. This telephone is to be used only when a true emergency exists. It is a direct line to the Sheriff's Office dispatch. To use the telephone, open the box, lift the receiver and wait until a dispatcher answers.

The other phone located in the green box is a direct line to the Fleet Operations Office. If you have trouble during office hours (7:00 a.m. - 4:30 p.m.) use this phone to call the office.

Water/Air
Located at the west side of the fuel facility between two yellow pipes is the water. The water hose is on all the time. The air hose is located on the outside wall of the car wash. To use the air hose, enter the correct PSI amount for your vehicle on the air machine, remove nozzle from hook and connect it to the valve stem of the tire. When the PSI has been reached, the machine will beep, letting you know to remove the air hose from the tire.
Motor Oil
Pump 8 has individual quarts of motor oil. This oil is for use in your County vehicle only. This pump works the same as the other pumps, so please follow the same procedure.

Window Cleaning Supplies/Trash Barrels
Window squeegees are located on both islands in the black barrels. The paper towels are located on each pillar. The upper section of the barrels are trash cans. Each vehicle operator is responsible to clean out the vehicle after each use.

FUELING THE VEHICLE

PROXIMITY CARD - Employee Card   WHITE CARD - Vehicle Card

Step 1: Digital display will read “Scan Employee Card”
Hold EMPLOYEE PROXIMITY CARD up to the card reader. System will “beep” when card is read.

Step 2: Digital display will read “Scan Vehicle Card”
Hold the WHITE VEHICLE CARD up to the card reader. System will “beep” when card is read.

Step 3: Digital display will read “Odometer”
Use the keypad to enter the accurate odometer reading – whole numbers only, no tenths – and then press ENTER.

Step 4: Digital display will read “Dispenser”
Use the keypad to enter the dispenser (PUMP) number to be used, and then press ENTER.

Step 5: Digital display will read “Authorized, start pumping”
Activate pump by flipping the large handle on the side of the pump. If you have not already done so, place the fuel nozzle in the filler neck of the vehicle, and begin fueling. When fueling is complete DO NOT TOP OFF YOUR TANK! Flip the large handle to the “off” position and replace the fuel nozzle in the holder.

Do not flip the pump nozzle on before authorizing the dispenser and entering the odometer reading.
PROCEDURES FOR COMMERCIAL CREDIT CARD USE

Authorized services for commercial credit card use are as follows:

- Purchase of fuel and oil, when it is an emergency or when you are not close to the County fueling station.
- Breakdown repairs and service when out of County or after normal working hours (see section entitled, “In Case of Mechanical Failure or Breakdown” on page 3).

Commercial credit cards for out-of-county or temporary use may be checked out from Fleet Operations during normal business hours. The loss of a credit card must be reported immediately to County Fleet Operations at 565-2639.

Commercial credit cards are **NOT** to be used within Sonoma County except under special circumstances. Fleet Operations commercial credit card policy letter should be read and signed before using County commercial gas credit cards.

**County Pool Vehicles and Commercial Credit Card Use**

Each driver of any County pool vehicle is responsible to fuel the vehicle upon return. The appropriate fueling cards are provided when checking out a County pool vehicle.

Fleet Operations will issue a commercial gas credit card for out of county trips. At the end of the trip, the driver is responsible for returning the credit card and all receipts to Fleet Operations.

**Documenting Commercial Credit Card Receipts**

For all credit card transactions, the driver must place the County vehicle number or license plate number on the credit card receipt at the time of purchase. There will be a direct charge of $5.00 per transaction to the department for all credit card purchases not documented with the proper vehicle number or license plate number.
Emergency Purchases of Fuel and Oil

Drivers who find it necessary to make an emergency purchase of fuel and/or oil for a County vehicle must submit a priced invoice (receipt) for such purchases. Each receipt must be clearly marked with the number of the vehicle for which the purchase was made, the department to which the vehicle was assigned and signed by the driver making the purchase.

COUNTY CAR WASH

The car wash and vacuum cleaner are to be used for COUNTY VEHICLES ONLY! They are not to be used to wash or clean personal vehicles, even if you use your personal vehicle on County business.

Cars, light trucks and vans can use the car wash. Vehicles with ladder racks or utility boxes cannot. Radio antennas should not cause a problem. The maximum height for any vehicle using the car wash is 7’6”. Any vehicle taller than that will cause damage to the car wash and the vehicle.

The car wash has a card reader similar to the fueling islands. You will need both your employee proximity card and your white vehicle card to operate the car wash. The car wash is a drive through system, there is no conveyor to pull your vehicle through the car wash.

- Drive slowly into the car wash tunnel, making sure the vehicle is pointed straight.
- As you drive by each section of the car wash, the soap and brushes will be activated.
- After that, the rinse function will be activated and finally the blower will be activated.

A vacuum cleaner is available at the west end of the fueling facility, as well as air and water. Please report any malfunction to Fleet immediately.

Every employee should receive training from Fleet Operations before using the car wash.
OBTAINING AND USING A COUNTY POOL VEHICLE

County pool vehicles are available to authorized County drivers as (1) a replacement for vehicles being serviced or repaired, or (2) to meet varied transportation needs of County departments. To make a reservation for a pool car, contact your department’s designated employee, or call Fleet for assistance.

Types of Vehicles Available for Rental

County Fleet Operations is continually upgrading its pool vehicles as a resource for County departments to fulfill their varied transportation needs and to serve as replacements for vehicles being serviced or repaired. Drivers should request a pool vehicle at the time they make their appointment for service or repair.

A fleet of over 100 vehicles is available for rent, including: compact and midsize hybrid sedans, electric vehicles, passenger and cargo vans, 2WD and 4WD pick-up trucks, and SUVs.

County drivers may also obtain a pool vehicle for other transportation needs if authorized by their department head. For out of County trips, special attention is given to provide a vehicle that fits the needs of the driver and passengers.

Reservations can be made 7 days in advance to insure a vehicle is available.

Reserving a County Pool Vehicle

To reserve a County pool vehicle for needs unrelated to repair or maintenance of a vehicle assigned to your department, contact the employee designated by your department to reserve Fleet vehicles. They will reserve the vehicle for you and an e-mail will be sent to you with the confirmation code. You should be able to use your proximity card to gain access to the parking lot and KeyValet Box where you will pick up keys at 2688 Ventura Ave. If your proximity card does not work, you can use the confirmation code on the e-mail that you received.

NO SMOKING, EATING OR DRINKING IN A COUNTY POOL VEHICLE

Vehicle Use Policy 5.1, Sec. 4d, 4e
**Checking Out a County Pool Vehicle**

Before getting into a County pool vehicle check to make sure of the vehicle’s condition. Look for the following:

- Visually check for body damage.
- Visually check all four tires.
- Make sure you know the proper operation of the headlights, windshield wipers, emergency flashers, temperatures controls, etc.

**Returning a County Pool Vehicle**

When returning a County rental vehicle, please make sure the following steps are completed and the information is entered into the KeyValet system, or written on the dispatch slip if you have received one:

- The pool vehicle is fueled (with fuel cards provided).
- The pool vehicle is parked in a designated pool vehicle parking stall.
- The ending odometer reading.
- All personal belongings and litter are removed from the vehicle.
- Please leave vehicle card packet in the glove box.

It is very important that the above procedures are completed when you return a pool vehicle. These steps help to ensure that when you need a vehicle, it will be available and ready to go.

If the gate is closed upon return, use the employee card provided in the card packet to get in the gate. The employee card is needed only to enter through the gate when closed; it is not needed to exit and should be left in the vehicle’s glove box. The gate will open automatically when you pull up to it with your personal vehicle. A man gate is also located in the east lot of the parking lot and will lock behind you.
PROCEDURES FOR USING THE HEAVY EQUIPMENT FACILITY

Equipment Operators and Transport Drivers Dropping Off or Picking Up Equipment:

- **Go to the Shop Supervisor’s office for assistance.**
  
  When entering from the south side of the building, use the man door in the center of the building. Stay within the yellow lines, which are designated as safety walking areas. If the Shop Supervisor is not in his office, go to the Assistant Fleet Manager’s Office and the Shop Supervisor will be paged. When entering on the north side of the building, use the main door next to the Parts Room. Stay within the yellow lines to the Shop Supervisor’s office.

- **Have the equipment hours or mileage when dropping off for repairs or service.**
  
  If drivers or operators must wait for repairs, they are to wait in the break room or outside the building until notified that their equipment is ready.

  If a driver or operator needs to talk directly to a mechanic, the Shop Supervisor must escort him/her.
FLEET OPERATIONS
QUICK REFERENCE PHONE NUMBERS

IN CASE OF AN EMERGENCY CALL 911

LIGHT EQUIPMENT

General Information .................................................. (707) 565-2639
- Schedule services and repairs
- Reserve rental vehicles
- Obtain status of services and repairs
- Vehicle fuel and driver cards

Fleet Maintenance Supervisor ................................. (707) 565-2932
- Services or repairs on vehicle numbers beginning with letter A-E

Assistant Fleet Manager ................................. (707) 565-3066
- General maintenance questions
- Vehicle care and safety
- Vehicle and equipment specifications

HEAVY EQUIPMENT

Fleet Maintenance Supervisor ................................. (707) 565-5422
- Services or repair on vehicle numbers beginning with letter F-O

Assistant Fleet Manager ................................. (707) 565-5423
- General maintenance questions
- Vehicle care and safety
- Vehicle and equipment specifications

ADMINISTRATION

Senior Office Assistant .............................................. (707) 565-2639
- Customer service representative
- Mileage data
- Pool vehicle assistance
Department Analyst.................................................... (707) 565-2505
- Customer service representative
- Commercial credit card information
- Accident reports
- County vehicle licensing

Fleet Manager.............................................................. (707) 565-2809
- Fleet programs
- New vehicle acquisitions and vehicle replacements
VEHICLE SAFETY AND DRIVER ACCOUNTABILITY

It is the responsibility of every County driver to:

• **Inspect the vehicle for visible problems before you start the vehicle.**
  Do a walk around each day and look for low or flat tires, cracks in lights or glass, headlights, taillights and turn signals, puddles of fluid under the vehicle. When you start the vehicle check the gauges, dash lights, windshield wipers and horn to make sure they work. Adjust the seat, mirrors, tilt steering wheel and other controls for your driving.

• **Be aware of what is going on around you when driving.**
  While you are driving keep focused on driving and what other drivers are doing. If passengers are disruptive pull the vehicle over and stop before continuing. Always assume that the other driver is not paying attention. Drive Defensively.

• **Drive safely and in a professional manner.**
  The vehicle you are driving has government license plates, a County of Sonoma sticker on it and a vehicle number in plain view. Remember that you are representing the County when you are driving. Drive responsibly, professionally and show courtesy to other drivers.

**Damage to County vehicles:**

All damage to County vehicles should be reported to Fleet Operations within 24 hours of the damage being discovered. The County’s accident/incident report form should be used for reporting damage and accidents/incidents.

A copy of the form is in the glove compartment of every vehicle. If missing, replacements can be picked up from either of the two Fleet Operations maintenance facilities.