

DGS Telematics Procedures and Policies

Introduction The Department of General Services (DGS), Office of Fleet and Asset Management (OFAM) is responsible for acquiring, implementing and maintaining a vendor provided telematics solution for DGS's vehicle fleet. This project entails the installation of Global Positioning Satellite (GPS) units in DGS's entire fleet. The system provides information which is vital for proper fleet management and driver safety. In addition, telematics helps to streamline the scheduling of vehicle maintenance and allow for the effective tracking of the life cycle cost of service and repairs. The following policies and procedures are designed to assist the DGS divisions in the operation and management of their telematics systems.

Policy Overview

Data gathered through electronic monitoring will be routinely used as a tool to evaluate job related duties, functions, and performance. Only appropriate individuals will have access to GPS data. Device data will primarily be used for operational efficiency and safety but may also be used to support disciplinary action; however, such data shall not be the sole basis for disciplinary action unless driving behavior or vehicle use constitutes cause for disciplinary action as defined in Government Code 19572.

OFAM Responsibilities

OFAM will oversee the acquisition, installation and ongoing maintenance of all telematics devices on DGS vehicles. It will also be the responsibility of OFAM to implement department level rules aimed at improving vehicle utilization, operator safety and cost savings through vehicle diagnostics. In addition, OFAM will serve as the administrator for telematics data access and provide training/support for the Division Telematics Coordinators.

Division Responsibilities

To oversee the usage of the program, each department must Designate a DGS Division Telematics Coordinator(s) to oversee the Telematics Program. The Coordinator is responsible for the oversight of the Program which includes the dissemination of all policies, procedures and updates. The Coordinator must not be the direct supervisor to a driver of any vehicle. DGS, OFAM will provide access to all vehicle data that is needed for each division telematics coordinator.

All drivers of vehicles equipped with telematics devices must review and acknowledge the *Department of General Services GPS Policy Statement*. Completed statements are to be submitted to division telematics coordinator(s).

Department Level Rules

The following rules have been established by DGS, OFAM for all DGS vehicles. "Rules" are parameters that are applied to data that is being collected from the telematics devices. Exception reports will be generated when rule parameters are violated or exceeded and will be provided to the division telematics coordinators by DGS, OFAM. Coordinators are required to investigate all exception reports and to elevate their findings to their division office chiefs for further action, when applicable. It is important to note that a department may create additional policies and procedures, above and beyond those required by this document, as needed.

The following rules are designed to promote driver safety and to minimize the occurrence of vehicular accidents.

- Excessive speeding –
 - Vehicle exceeds the posted speed limit by 5 mph for a duration of 2 minutes or longer.
- Aggressive driving –
 - Vehicle experiences rapid acceleration, harsh braking or sudden/erratic turns.
- Seat belt use –
 - Vehicle is being operated and the driver's side seat belt is not engaged.
- Accidents –
 - An exception report will be generated when a vehicle experiences conditions associated with a motor vehicle accident, such as abrupt stops, erratic turning or sudden loss of power.
- Unnecessary Idling –
 - Vehicle idling for longer than five continuous minutes in any one-hour period.