

## MAINTENANCE AND REPAIRS

1. OFAM established standards of preventive maintenance and safety inspections to keep state vehicles operationally safe and should be completed in accordance with manufacturer specifications.
2. State vehicles require preventive maintenance and service in accordance with the Automobile Maintenance Record (STD. 271) and the manufacturer's warranty and recommended service intervals.
3. Vehicles under the manufacturer's warranty should be taken to the dealership for warranty related repairs.
4. **Maintenance and repairs** costs exceeding \$750 from an OFAM-approved auto repair vendor or exceeding \$350 from a non-approved vendor require Inspector of Automotive Equipment (IAE) for approval. The agency must contact the IAE authorization before proceeding with a repair service. Approved vendors can be found here:  
[www.approvedauto.apps.dgs.ca.gov](http://www.approvedauto.apps.dgs.ca.gov)



*Vendor search tip: leave vendor name blank and select your city, then click search*

5. **Accident repairs** that exceed \$750 must include two repair estimates and photographs of the damage. Email estimates and clear photos of your vehicle's damage to the IAE in your region. **If feasible, the license plate and damage must be in the same photo.**



## QUICK FACTS

### THE DRIVER IS RESPONSIBLE FOR:

- ONGOING VEHICLE MAINTENANCE, REPAIR, & CLEANLINESS.
- VERIFYING VEHICLE WARRANTY BEFORE SCHEDULING REPAIRS.
- ENSURING VENDOR SUBMITS MAINTENANCE AND REPAIR INVOICES TO THE FLEET SERVICES PORTAL.
- BIENNIAL SMOG INSPECTIONS, if required.
- REPORTING MONTHLY MILEAGE.
- DAILY COMPLETION OF TRAVEL LOGS (STD. 273).
- HOME STORAGE PERMIT COMPLIANCE.
- APPROPRIATELY USING THE STATE FLEET CARD.
- VEHICLE DAMAGE DUE TO NEGLIGENCE.
- Notifying OFAM Fleet Services of **ANY** damage to DGS leased vehicle.

(855) 611-OFAM

[FleetServices@dgs.ca.gov](mailto:FleetServices@dgs.ca.gov)

- KEEPING ACCIDENT IDENTIFICATION CARD (STD. 269) IN GLOVE COMPARTMENT AT ALL TIMES.
- **CITATIONS AND MOVING VIOLATIONS:**  
All drivers are held accountable and financially responsible for all citations (i.e. traffic, parking, moving, etc.) issued when operating a state-owned or commercially leased motor vehicle for official state business. Non-compliance of all city, county, state traffic, parking, tolls or other driving laws may be subject to disciplinary action at the discretion of their hiring authority.

**FASTRAK:** All OFAM leased vehicles are linked to a pay-by-plate account. Leasing agencies are billed back monthly for actual usage.



Office of  
Fleet and Asset Management

## Fleet Fast Facts for DGS Leased Vehicles

### **24-HOUR ROADSIDE ASSISTANCE**

#### **NATIONAL AUTOMOBILE CLUB:**

(866) 329-3471

All DGS leased vehicle maintenance and repair invoices need to be submitted online, by the vendor, to the Fleet Services Portal.

[www.dgs.service-now.com/ofamfs](http://www.dgs.service-now.com/ofamfs)



Scan with  
phone camera

### **QUESTIONS:**

OFAM Call Center

(855) 611-OFAM (6326)

8:00 am – 5:00 pm M-F

[FleetServices@dgs.ca.gov](mailto:FleetServices@dgs.ca.gov)

## STATE FLEET CARD USAGE & INSTRUCTIONS

### Authorized Purchases:

- Fuel and electricity for the assigned state vehicle *only*.
- Two basic low-cost (\$25 or less) car washes per month (interior/detail **not** included).
- Purchase unbranded fuel, whenever feasible.
- Emergency items: fan belts, batteries, tires, wiper blades, radiator fluid.

### Not Allowed:

- Personal purchases (food, drinks, tobacco, alcohol, fuel for rental/personal vehicle, etc.).

Card misuse will be investigated and may result in disciplinary action.

### Lost or Damaged Cards:

Request card replacements using the Service Portal:

[www.dgs.service-now.com/ofamfs](http://www.dgs.service-now.com/ofamfs)

For general card questions please e-mail:

[OFAMWEXCard@dgs.ca.gov](mailto:OFAMWEXCard@dgs.ca.gov)

### How to Use the State Fleet Card:

1. Swipe at pump or ask attendant if reader fails.
2. Enter last **6 digits of Equipment #** as PIN.
3. Enter current odometer (whole number).
4. If Card/PIN fails: **Call Customer Service (800-842-0071)**.

### Other issues:

- a. If the card cannot be read on any of the equipment, notify Customer Service (# above). The Card company will notify the gasoline vendor of a problem at one of its locations.
- b. If the sale is processed manually, write the **Equipment #** and current **ODOMETER** reading on the receipt. If your card cannot be read at any location, it is likely there is damage to the magnetic strip. If this occurs, notify your agency fleet coordinator for a replacement card.

## ACCIDENTS REPORTING & INSURANCE

The Department of General Services (DGS), Office of Risk and Insurance Management (ORIM) administers the State Motor Vehicle Liability Self-Insurance Program (SAM 2420) which provides liability coverage for personal injury and property damage to others. *It does not provide coverage for damage to state owned vehicles.*

### Report All Accidents:

- Any accident involving injury or property damage must be reported within **2 business days** using **STD. 270** and **STD. 274**.
- Supervisor must review and approve before submitting the reports.
- Submit the **STD. 270** and **STD. 274** by Email:  
ORIM: [Claims@dgs.ca.gov](mailto:Claims@dgs.ca.gov) **AND**  
OFAM: [FleetServices@dgs.ca.gov](mailto:FleetServices@dgs.ca.gov)
- ORIM Forms:  
[www.dgs.ca.gov/ORIM/Auto-Accident-Claims](http://www.dgs.ca.gov/ORIM/Auto-Accident-Claims)



### At the Scene:

- Do **NOT** admit fault.
- Contact California Highway Patrol to come to the scene and fill out an accident report.
- If vehicle is impounded, contact Fleet Services within 24 hours.
- Complete the Accident Identification Card (**STD. 269**) and give bottom section to other party.
- An Accident Identification Card (**STD. 269**) shall be carried in the glove compartment of all state vehicles (**SAM 2430**).

Additional Assistance:  
**(855) 611-OFAM (6326)**

## MONTHLY TRAVEL LOGS AND ONLINE MILEAGE REPORTING

Each State agency shall use the following process to maintain its travel log records for DGS leased vehicles under their control:

- Agencies/departments will maintain a Monthly Travel Log form, (STD. 273), on all state-owned passenger mobile equipment except for motorcycles, trucks over 3/4 tons, and heavy equipment (SAM 4107). The STD. 273 is available at:  
[www.dgs.ca.gov/OFAM/FORMS.aspx](http://www.dgs.ca.gov/OFAM/FORMS.aspx).



- The information contained in the monthly travel log must be entered in the OFAM's online mileage portal no later than the 5<sup>th</sup> working day of the month. Mileage not entered by this date will incur a \$50 No Log Fee. Submit monthly mileage online at:  
[www.mileagelog.apps.dgs.ca.gov](http://www.mileagelog.apps.dgs.ca.gov)

