

The Office of Fleet and Asset Management (OFAM), in its effort to provide the highest quality of service, is pleased to present you with this pamphlet filled with "Fleet Facts" to assist you in complying with current policies and procedures regarding the use of your DGS-Leased vehicle, as well as some useful links to access vital program information and sites utilized in reporting required information. Please continue to contact us directly if you have questions that are not answered here, or on our OFAM website: (<https://www.dgs.ca.gov/OFAM>).

### ACCIDENTS

- An Accident Identification card ([STD 269](#)) shall be carried in the glove compartment of all State vehicles ([SAM Section 2430](#)).
- At the accident scene, do not admit fault or make any promises that the State will pay for any damages.
- If the accident/incident involves state property or motor vehicles, contact the CHP office. [SAM Section 2455](#).
- All vehicle accidents, which in any way involves personal injury or property damage, must be reported within 2 business days on a Vehicle Accident Report form ([STD 270](#)). The information recorded on the STD 269 should be transferred to the STD 270. The driver must complete the STD 270 and have their supervisor review/approve. The driver's supervisor must complete the State Driver Accident Review form ([STD 274](#)). The driver must forward the STD 270 and STD 274 reports to the Office of Risk and Insurance Management (ORIM) within **2 business days to [claims@dgs.ca.gov](mailto:claims@dgs.ca.gov)**. (SAM Section 2430). The STD 270 is available for online completion on the California State Forms Directory. <http://www.documents.dgs.ca.gov/dgs/fmc/pdf/std270.pdf>

OFFICE OF RISK  
AND INSURANCE MANAGEMENT (ORIM)  
(916) 376-5300  
FAX (916) 376-5277  
[claims@dgs.ca.gov](mailto:claims@dgs.ca.gov)

### PROOF OF INSURANCE

[California Motor Vehicle Code 16021, Section C](#), indicates the State establishes its own financial responsibility and, therefore, "no proof of insurance" is provided.

## CALL CENTER

Drivers now have a centralized contact for ALL of your automotive needs. Call this number prior to any actions regarding your State vehicle.

Business Hours: Monday – Friday  
7:00 a.m. – 5:00 p.m.

**Toll Free OFAM Call Center**  
**1 (855) 611-OFAM (6326)**

### 24 HOUR EMERGENCY ROADSIDE ASSISTANCE

To use emergency roadside services, employees should contact the National Automobile Club Roadside Assistance at (800) 866-329-3471.

### MAINTENANCE AND REPAIRS

Drivers are responsible for ongoing maintenance and bi-annual SMOG INSPECTIONS of their DGS- leased vehicle. Please refer to the list of Approved Auto Repair Facilities (<https://approvedauto.apps.dgs.ca.gov/>). The approved vendors provide State agencies with reliable, consistent automotive services at economical rates throughout the State. The OFAM established standards of preventive maintenance to keep State vehicles operationally safe and in compliance with manufacturers' warranty requirements. State motor vehicles and general use mobile equipment require preventive maintenance and service in accordance with the Automobile Maintenance Record ([STD 271](#)) and the manufacturer's warranty and recommended service intervals.

- Maintenance and repairs exceeding \$750 from an OFAM - approved auto repair vendor or exceeding \$350 from a non-approved vendor require approval of an Inspector of Automotive Equipment (IAE). The repair facility will contact the owning agency for authorization before proceeding with any repair or service.
- Accident repairs that exceed \$500 require quotes from three (3) vendors or a Non-Competitive Bid justification. The bids or justification shall be submitted to the IAE with a copy of the Report of Vehicle Accident ([STD 270](#)).

### INVOICES

❖ If you receive an invoice for work on a DGS vehicle, please submit into the [DGS service portal](#):  
<https://dgs.service-now.com/ofamfs>

### ONLINE MILEAGE REPORTING AND MONTHLY TRAVEL LOGS

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

1. A Official Monthly Travel Log ([STD 273](#)) for each automobile giving, among other information, a record of daily miles traveled, date and time of travel, itinerary, overnight storage information, and the identity of the driver. Drivers shall complete the STD 273 daily.
2. The information contained in the monthly travel log must be entered in the OFAM's [Mileage Log Online](#) system by the agency no later than the fifth (5<sup>th</sup>) working day of the month or an automated "No Log Fee" of \$50 will be added to the agency's monthly charges.

For more information about these requirements, please visit the OFAM website: [Guide to Leasing State Owned Vehicles](#).

If you have questions about the information contained herein, please contact the OFAM at (916) 928-2550.

### STATE FLEET CARD USAGE

The State Fleet Card can only be used by state employees conducting official state business. Additionally, state departments may authorize other individuals (such as retired annuitants, volunteers, etc.) who are on official state business and whose travel expenses are paid by the state, to use the Fleet Card. This State Fleet Card may also be used for two basic (low-cost) exterior car washes per month. This card **MAY NOT** be used for any personal purchases (i.e. tobacco products, food, beverages, lottery tickets, etc.). The State Fleet Card can be used to purchase unleaded gasoline, alternative fuels (e.g., biodegradable diesel, E-85, CNG, propane, etc.), fluids and lubricants.

When purchasing gasoline, drivers are only authorized to purchase E-85 (as applicable) or regular grade (unleaded) gasoline, unless a different fuel grade is specifically required by the vehicle manufacturer. The State Fleet Card can be used at 95% of U.S. fuel stations and 45,000 service locations throughout California. The State Fleet Card can also be used for emergency roadside assistance through the National Automobile Club (866-329-3471). Purchases such as wiper blades, fan belts, a tire, etc., are permissible in cases of **EMERGENCY ONLY**. Vehicle repairs are **not permitted** to be charged on the Fleet card. All repairs must be invoiced to the DGS.

#### How to use the State Fleet Card:

1. If the gas station has card readers located at the pump, you may use your State Fleet card at the pump. If there are no pump card readers, see the attendant inside to process your transaction.
2. Swipe your card at the pump card reader. If the pump card reader will not accept the card, take the card inside and have the attendant process the transaction electronically on the inside equipment. If the attendant questions the card, provide the attendant with the toll-free number on the back of the State Fleet card for assistance in processing the transaction.
3. If the pump terminal requires you to choose either "Credit" or "Debit", press the "Credit" key.
4. If required, the terminal may prompt for an **ID** or **PIN** number. Enter your assigned number and press "Enter." Some stations may require additional digits. Zeros should be entered in front of the PIN for the required number of digits.
5. If required, the terminal may prompt to enter the **ODOMETER** reading. Enter your odometer as a whole number. **DO NOT** enter tenths of a mile.
6. If the card cannot be read on any of the equipment, call the State Fleet Card vendor at the number shown on the back of your card. The State Fleet Card vendor will notify the oil company of a problem at one of its locations. The company is often not aware that there is a problem.
7. If the sale is processed manually, write the **ID** number and **ODOMETER** reading on the ticket. If your card cannot be read at any location, it is likely there is damage to the magnetic strip. If this occurs, notify your fleet administrator for a replacement card.

**It is unlawful to use this fuel card to purchase fuel for your personal vehicle even when used for State business. Inappropriate use of the fuel card will be investigated and may result in adverse action.**

## FLEET CALL CENTER STATEWIDE CENTRALIZED SERVICES

(855) 611-OFAM (6326)

**SACRAMENTO GARAGE**  
1416 10<sup>TH</sup> STREET  
SACRAMENTO, CALIFORNIA 95814  
(916) 657-2675

**OFFICE OF FLEET & ASSET  
MANAGEMENT HEADQUARTERS**  
1700 NATIONAL DRIVE  
SACRAMENTO, CALIFORNIA 95834-1965  
(916) 928-2550

### QUICK FACTS

#### THE DRIVER IS RESPONSIBLE FOR:

- Monthly online mileage reporting;
- Ongoing maintenance of vehicle;
- Maintenance of Monthly Travel Log (STD 273) on a daily basis;
- Biennial SMOG INSPECTIONS;
- Tracking mileage when vehicle is taken home, and adhering to Home Storage Permit requirements;
- Appropriately using the State Fleet Card for fuel purchases and emergencies;
- Vehicle damage due to negligence;
- Cleanliness of vehicle – car is to be maintained in the same condition as it was received, or charges may be incurred.
- Additionally, all drivers are responsible and will be held financially accountable for all non-administrative citations, parking tickets, moving violations, and bridge/toll road evasion fines issued while operating a State vehicle. Failure to comply with this policy may result in a payroll deduction for the full amount from the next applicable pay period.

(Revised 02-2025)

STATE OF CALIFORNIA



OFFICE of Fleet and Asset  
Management

## FLEET FAST FACTS AND CALL CENTER

FOR LONG-TERM LEASES OF  
DGS "MONTHLY" VEHICLES AND  
CENTRALIZED FLEET SERVICES



**Centralized State Vehicle Services  
For all of Your Vehicle Needs and  
Questions**

**OFAM Call Center (Toll Free)**

**1 (855) 611-OFAM (6326)**

**[DGS OFAM Website](https://www.dgs.ca.gov/OFAM)**

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