



FLEET SERVICES COUNTY VEHICLE USERS POLICY – 2022

It is the policy of the Board of Supervisors to support a RideShare Program utilizing County vehicles for regular full time County employees, or with employees of any other public entity with which the County has entered into a Memorandum of Understanding for participation in the County Vehicle (CV) Program. Commuter Services works proactively with Fleet Services to ensure County Vehicle (CV) participants understand specific Automotive Fleet Policies and Regulations.

Participants of the County Vehicle (CV) Program are required to abide by the following terms and conditions. All participants in the group are required to submit acknowledgement of this policy to Commuter Services. Failure to submit an acknowledgement of this policy may result in disbandment of the County Vehicle (CV) from the County Vehicle (CV) Program.

FLEET SERVICES RESPONSIBILITIES

- It is the responsibility of Fleet Services to maintain essential, safe, presentable, and identified transportation equipment to County Vehicle participants.
- Work directly with County Vehicle (CV) groups to schedule repair and maintenance appointments.
- In the event that major repair or maintenance work is necessary, Fleet Services will provide a RideShare loaner or Fleet rental vehicle for the group. Fleet Rentals may be issued to County Vehicle (CV) registered participants **ONLY** in the event RIDESHARE LOANERS are UNAVAILABLE. However, an email or a verbal authorization is required from Commuter Services for all Fleet rental approvals. Should a Fleet rental approval be required, and its after-hours please contact Commuter Services at 951/255-8003.
- Reserves the right to remove a vehicle from service for any reason as they deem appropriate. Fleet Services will do their best to replace the vehicle with another; however, this practice cannot be guaranteed by either Fleet Services or Commuter Services

COUNTY VEHICLE (CV) GROUP RESPONSIBILITIES

- Only drivers authorized by Commuter Services are allowed to operate the County Vehicle (CV). Authorizations are given once a pull notice from the DMV in Sacramento is electronically transmitted. Authorizations are provided so long as the driver license is in good standing with the DMV with no active or anticipated suspensions, FTAs, or other negative occurrence(s).
- All participants should inspect the County Vehicle (CV) for damage to the exterior/interior (i.e. dents, scratches, stains, etc) prior to departure. Upon return of the County Vehicle (CV), Fleet services and participant(s) should re-inspect the County Vehicle (CV) for damages.
- It is the group's responsibility to refuel the County Vehicle (CV) and coordinate County Vehicle (CV) maintenance on personal time; not on County time.
- It is each registered participant responsibility to use their own employee identification number when refueling the County Vehicle (CV). If a registered participant is having trouble refueling the County Vehicle (CV), they are to contact Fleet Services directly to address and resolve the refueling issue.
- All groups must refuel County Vehicles (CV) at the fueling facilities provided by the County of Riverside. Please be advised that in the event the group or a participant chooses to use their own money to fuel the County Vehicle (CV) at a non-County fuel yard, it is to be understood that the group/employee will **NOT** be reimbursed.

- Participants will be given a set number of keys for each vehicle. Upon return of the vehicle, all keys must also be returned to Commuter Services. Other general rules for key usage are:
 - With approval from Commuter Services, keys may be duplicated and **ONLY** by contacting the Fleet yards that provide this service. Keys are **NOT** to be duplicated anywhere else. It is recommended that an appointment be made with Fleet Services to have this service done.
 - In the event a group needs additional key(s) made, it is the responsibility of the individual(s) of the group to obtain the keys from Fleet Services on their own personal time.
 - Commuter Services recommends that any additional key(s) be requested at the same time a service or repair is being provided in an effort to save personal time and miles on the vehicle.
- Keys that require a chip and are coded are very expensive to obtain. Therefore, you should exercise extreme care not to lose these keys and make sure that they are ALL returned when the Vehicle is given back to Fleet. Depending on the situation, extra or spare keys could be charged back to Commuter Services. This is the responsibility of the group, not Commuter Services.
- All County Vehicles (CV) are non-smoking vehicles, and each participant must comply with the non-smoking rules.
- In the event a group is supplied with a Fleet rental, it is still the responsibility of the group to continue recording the mileage of that rental on the group's mileage log. **Mileage logs must be completed in their entirety; other than the comment section, no field should be left blank.**
- **All groups need to be advised that while Fleet Services assigns the County Vehicles (CV) to Commuter Services, Fleet Services is NOT responsible for approving maintenance, repair, loaner or rental related issues. All issues arising from the County Vehicle (CV) must be channeled through Commuter Services first.** Please email (icommute@rivco.org) Commuter Services when requesting maintenance and repairs. Our office will email a response "MAINTENANCE APPROVAL" notification to the group and courtesy copy (cc) the Fleet Service office. You must then coordinate the service by scheduling an appointment with Fleet Services directly. *(Unless specified, APPOINTMENTS are required for all repair and maintenance issues.)*
- If necessary, Fleet Services will provide a RideShare loaner or a Fleet rental for the convenience of the group upon approval from Commuter Services. There are two types of Fleet vehicles that are provided to groups in the event their vehicle must be left at Fleet for an extended period of time, and it is important that all groups understand the difference:
 - **RideShare loaner:** Assigned to Commuter Services and kept on-hand at certain Fleet Service yards for the sole purpose of providing a County Vehicle (CV) group a loaner at no additional cost to Commuter Services. This will be the default method of assignment by Fleet Services in the event the group is in need of a temporary replacement vehicle.
 - **Fleet rental:** Fleet Services charges Commuter Services a daily rental and per-mile fee, which is one of the largest expenses that we try to save in an effort to keep the monthly fare cost low.
- When a group's assigned vehicle is in for service and ready to be picked up, the group is required to return the loaner/rental vehicle in a timely manner. Failure to return the loaner/rental back in a timely manner will result in additional expense to the County Vehicle (CV) Program and will be factored in each quarter as an overhead expense resulting in an increase in County Vehicle (CV) Program Monthly Fare structure.
- When returning a RideShare loaner or a Fleet rental, as a courtesy to other County employees, each participant in the group is responsible for making sure the vehicle has been refueled, trash is discarded, and all necessary forms are properly completed.



FLEET SERVICE LOCATIONS – 2022

Please contact each garage for operating hours. Please be aware that some locations may be closed on Friday.

- **BANNING** (fuel only)
1628 S. Hargrave, Banning, 92220
Phone: N/A
- **COUNTY CIRCLE** (fuel only)
4066 County Circle, Riverside, 92503
Phone: N/A
- **INDIO** (fuel and carwash only)
82-775 Plaza Avenue, Indio, 92201
Phone: N/A
- **MORENO VALLEY** (rental, fuel, SMOG and repair/maintenance facility)
25241 Cottonwood, Moreno Valley, 92553
Phone: 951/413-2780 or 951/413-2781
- **MURRIETA/SOUTHWEST** (fuel only)
30755-V Auld Rd, Murrieta, 92563
Phone: N/A
- **PERRIS** (fuel only)
308 San Jacinto Avenue, Perris
Phone: N/A
- **RIVERSIDE – ORANGE STREET** (rental, SMOG, fuel, carwash, key-cutting and repair/maintenance facility)
4293 Orange Street, Riverside, 92501
Phone: 951/955-4666 or 951/955-4689
- **HEMET** (fuel only)
824 N. State Street, Hemet, 92543
Phone: N/A
- **BLYTHE** (fuel and carwash only)
271 N. Spring Street, Blythe, 92225
Phone: N/A

PLEASE NOTE:

- For afterhours assistance, please contact the approved towing service in the area that is closest to your location.
- If in an accident and the vehicle cannot be driven, use the approved towing services listed to tow the vehicle to the Moreno Valley Fleet Services Facility listed above. **Do not allow the CHP, Police or Sheriff's department to call a tow service.**