



Driver's Guide



**City and County of San Francisco
GENERAL SERVICES AGENCY
FLEET MANAGEMENT DEPARTMENT**

**Edwin M. Lee, Mayor
Naomi Kelly, City Administrator**

January 2015

Emergency Services Reference

Incident Procedures	Page 12
Insurance Coverage Document.....	Page 14
Roadside Assistance/Breakdown.....	Page 15
Towing	
Central Shops.....	550-4600
Golden Gate Tow.....	826-8866
• Passenger vehicles	
• Trucks – ¾ ton and smaller	
Atlas Towing.....	673-4242
• Trucks – 1 ton and larger	
Central Shops.....	550-4600

Introduction to the Driver's Guide

This Driver's Guide is intended for use by all who drive a city vehicle on official business for the City and County of San Francisco.

The Guide includes:

- Emergency phone numbers,
- Information on safety, driver responsibilities, and periodic activities for maintaining a City vehicle,
- Instructions on what to do if you get in an incident.

Eleven departments worked together and agreed on the contents as a minimum standard for guiding vehicle use. Individual departments may have additional information and instruction for a driver, or may impose more restrictive rules overriding the contents of this shared guide. Consult your individual department management for such additions and restrictions.

Visit us on the City intranet for the latest downloadable version of this Driver's Guide in PDF format. You will also find there the Fleet Department's standard forms.

Drive safely.

Departmental Contributors:

Nancy George, GSA
Teri Jourgensen, SFFPort
Derek Fliess, SFO
Napoleon Campbell, SFPUC
Mike Haase, CTYATT
Steven Lee, MTA
Lydia Zaverukha, RPD

Molly Peterson, RPD
Jeffrey Bramlett, RPD
Frances Culp, DPH
Rich Lee, SFPD
Michele Borges, DSS
Vitus Leung, GSA
Tom Fung, FMD



Table of Contents

Introduction to the Driver's Guide	1
Transit First Policy.....	3
Driver's Mission Statement	3
Driver Responsibilities	3-4
Authorized Use of a City Vehicle.....	5
Misuse of a City Vehicle.....	5
Vehicle Pools.....	5
Using a Personal Vehicle on City Business.....	5
Parking / Storage of a City Vehicle.....	6
Fueling.....	6-9
Car Wash.....	10
Maintenance	10
Towed or Stolen Vehicle	11
Incident.....	12-13
Automobile Insurance	14
Roadside Assistance / Breakdown.....	15
Fleet Management / Central Shops	16
Maintenance and Repair Shops	16
Index	17



Transit First Policy

Make public transit your first choice for travel on City business. Teleconference, walk, bike, take Muni, BART or carpool whenever you reasonably can.

The Driver's Mission

If you must use a City vehicle, your mission is to use it to conduct necessary city business, to represent the City and your department in public, and to drive legally, safely and courteously.

Driver Responsibilities:

- Maintaining a valid California driver's license and notifying their supervisors immediately if they receive any notification from the Department of Motor Vehicles (DMV) that affects their ability to drive a City vehicle.
- Reviewing and endorsing the Department's Business Use Declaration.
- Conducting a pre-operation vehicle inspection each time a vehicle is to be operated to ensure equipment operates safely. Report unsafe conditions immediately. GSA-Fleet can provide an inspection check list for departments.
- Using a City vehicle on City business if one is provided.
- Informing supervisor(s) of motor vehicle incidents, including traffic violations and parking violations, before the end of work shifts.
- Attending required trainings, including but not limited to Defensive Driving Training, as scheduled.
- Wearing a seat belt when riding in or operating a City vehicle.
- Knowing and obeying State motor vehicle laws and defensive driving rules.
- Prohibiting the transportation of any personal guest in a City vehicle, unless approved by the Department Head and if the guest is essential to municipal functions.
- Not transporting animals in a City vehicle, unless the animal is associated with City business and the vehicle is properly equipped to do so.



- Not using hand-held or hands-free phones or any other hand-held or hands-free mobile technology while driving on City business.
- Not smoking in City vehicles.
- Cooperating with incident investigators and complying with corrective actions that could lead to progressive discipline for violation of safe driving practices.
- Responsible for paying any citations, tolls, and fees in a timely manner or be subject to potential disciplinary procedures.
- Consistent with our environmental goals, and to reduce operating costs, City employees are not allowed to idle an engine for more than five consecutive minutes. For passenger vehicles in general, if you are likely to idle one minute or longer, turn the engine off and restart when ready to go. Diesel vehicles, per California law, must not idle for longer than 5 minutes. A list of seven specific exceptions to this rule is available on the Fleet Department section of the intranet, or from Fleet Management at 550-4600.
- Your use of a City vehicle for commuting purposes (i.e. to and from work) could qualify as imputed income under IRS rules and must be reported. Report any commuter use to your manager and/or departmental payroll office, following their instructions.



Authorized Use of a City Vehicle

Vehicles owned, leased or rented by the City and County and assigned to, or under the jurisdiction of, any department of the City and County, shall be used only in the discharge and transaction of municipal business. (Administrative Code Section 4.11)

Volunteers and contractors are not authorized to use City vehicles.

Misuse of a City Vehicle

A City vehicle shall be used only in the discharge and transaction of municipal business.

To report suspected misuse, contact the Controller's Whistleblower Complaints Program at http://www.sfgov.org/site/whistleblower_index.asp, or call the Customer Service Center at 3-1-1.

Vehicle Pools

For City Hall and nearby drivers, a vehicle pool is available for daily use. Contact the City Hall Vehicle Pool desk at (415) 554-4933 for information, eligibility or reservation. Office hours are 8:30 a.m. – 4:30 p.m., Monday – Friday.

Pool vehicles generally are for day use only with occasional overnight trips.

City CarShare supplements our vehicle pools, offering an alternative of over 200 vehicles in 40 pods throughout the City, for hourly rental. These vehicles are most economical when you make trips of 3 hours or less, up to 3 times a week. Contact your departmental fleet coordinator for information, eligibility and to sign up, or email fleet.management@sfgov.org.

Using a Personal Vehicle on City Business

Follow your department-specific policy and procedures for using a personal vehicle on City business. In case of an accident in a personal vehicle, use the Vehicle/Equipment Incident Report form to provide the same information as if driving a City vehicle. Your personal insurance is in first place on claims for accidents when driving your personal vehicle.



Parking / Storage of a City Vehicle

City vehicles are not exempt from parking restrictions, regulations and associated fees. Check with your Department if your vehicle has a prepaid parking license, otherwise you must pay the posted parking meter rates. A City vehicle left longer than the posted time limits are subject to citation. All other parking restrictions apply, and City vehicles are subject to citation and, potentially, towing when in violation. Outside the City, you have to pay if you use a metered parking space.

As a City vehicle driver, you are responsible for the storage and safekeeping of the vehicle at all times while it is in your care.

Fueling

For emergency readiness, always keep your vehicle fuel tank at least $\frac{1}{4}$ full, or the minimum set by your department. Emergency and public safety vehicles should be at least $\frac{3}{4}$ full at end of shift.

Use City-operated refueling stations for your city vehicle. City refueling stations shall be used solely for City vehicles. Our stations require the use of a TRAK System refueling key.

Each City vehicle has an individually assigned Fuel Key to access any of the City-operated automated self-serve refueling stations. To obtain a new or replacement Fuel Key, contact your departmental fleet coordinator or Central Shops. Refueling instructions are posted at each station. The basic steps are:

1. Key in the mileage reading + “Enter” at the Sentry post
2. Insert your TRAK key to identify the vehicle
3. Choose the pump you want to use, and key in the pump number + “Enter”
4. Then pump gas as at a regular service station.



Before drivers use a CNG (compressed natural gas) vehicle, they must attend a 30-minute safety training course. Contact your departmental fleet coordinator or Central Shops to sign up for training.

At a City-operated CNG station, use the Sentry and your TRAK key.

At a PG&E CNG station, use the Sentry and your PG&E fuel card.

How to Fuel Natural Gas Vehicles Safely

1. No smoking or open flame shall be allowed within 50 ft. of the fueling area or at any time in the vehicle.
2. Shut the engine off.
3. Set the vehicle's hand or emergency brake.
4. Remove the protective cap on the vehicle refueling receptacle (if applicable).
5. Remove the fueling hose from the dispenser.
6. Inspect the fueling hose and connector prior to making a connection.
7. Make a connection and ensure the connector is locked in place.
8. Open the refueling valve.
9. Turn the dispenser on.
10. Turn the dispenser off after flow stops registering on it.
11. Shut off the refueling valve.
12. Place the fueling hose back on the dispenser.



Locations, Hours and Available Fuel Types are:

 **Cesar Chavez DPW**
2323 Cesar Chavez
Unleaded, Diesel, CNG
3000/3600 psi, 24 hours

 **Hall of Justice**
950 Bryant Street
Unleaded, Premium
unleaded, 24 hours

 **Golden Gate Park**
100 Martin Luther King Drive
Unleaded, Diesel, CNG 3000/3600 psi, 24 hours

The following PG&E **CNG** Service Centers stations require the use of a PG&E CNG fuel card. This service is significantly more expensive than using City CNG stations:

-  536 Treat Avenue (x – 19th Street) – 3000/3600 psi,
6 a.m. – 6 p.m., Monday – Friday,

Currently, two garages accommodate **recharging for full-size electric vehicles** (i.e. Toyota Rav4, Honda EV, Ford Think), not Neighborhood Electric Vehicles (golf cart type). No key or card is required.

 **Civic Center Garage**
McAllister and Polk Streets
Hours: 6:00 a.m. – 12:00 midnight
(Requires entry into garage by monthly parking pass or hourly ticket)

 **Performing Arts Garage Grove**
Grove Street (x – Gough Street) Hours: 6:00 a.m. – 6:00 p.m.
(Requires entry into garage by monthly parking pass or hourly ticket)

Use the following internet link for a map of **alternative fuel locations** in Northern California:

<http://www.weststart.net/ccm/home/>

The following PUC fueling facilities (for emergency only on a case by case basis) require the use of a PUC fuel card/key.

City Distribution Center
1990 Newcomb Street
San Francisco

Water Supply and Treatment
1000 El Camino Real
Millbrae – 24 hours

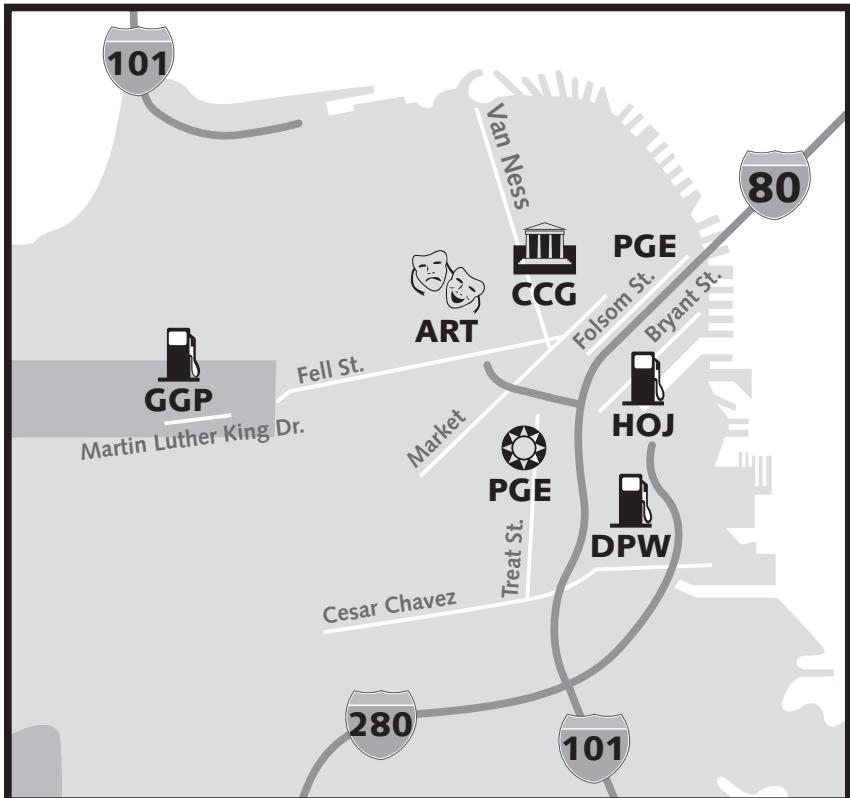
Sunol Yard
505 Paloma Way
Sunol

Hetch Hetchy Yard
1 Lakeshore Drive
Moccasin

Detailed maps for each location may be found on the City intranet for Fleet Management.

- Click the link for “Where are fuel stations?” to go to the internet map. Each icon on the map is a separate fueling location.

Fuel Stations



Car Wash

Car washes are available to City vehicles, and require a numbered voucher issued by Central Shops. Standard washes include outside wash and dry, interior vacuum and windows. Follow your department's policy regarding car washes, and adhere to the City's goal of reducing car washing expenses by 50%. As of April 2010, the City currently contracts with:

Tower Car Wash

1601 Mission Street (x-street South Van Ness) (415) 558-9274

Hours: 7:30 a.m. – 7:00 p.m., 7 days a week

If waxing, detailing or interior repairs are necessary, contact your departmental fleet coordinator, or Central Shops at (415) 550-4600.

Maintenance

A City vehicle receives scheduled preventive maintenance at regular intervals to ensure safe, cost effective operations and to comply with warranty requirements. A preventive maintenance notice is sent out each month in advance of the due date to departmental fleet coordinators and/or drivers.

A "Next Service Due" decal is placed on the upper left hand corner of the windshield to assist you in maintaining the City vehicle. For service appointments, contact your departmental fleet coordinator or Central Shops.

You can request service at other times as needed. If you notice warning, service, check engine, oil change lights, leaks, overheating, worn tires, etc., contact your departmental fleet coordinator or Central Shops. Keep your vehicle clean, inside and out.



Towed or Stolen Vehicle

If you return to the vehicle and it isn't there, it may have been towed or stolen.

- First, notify your manager to report the vehicle missing, and obtain the license plate number if necessary.
- Then, if needed, call the Police at (415) 553-0123 to report a city vehicle missing; identify the vehicle using the license plate number.

If the vehicle has been towed, you are responsible for retrieving it, and you are responsible for paying towing, storage and related fees. Storage fees start after a few hours so it is in your best interest to recover the vehicle quickly.

If it has not been towed, the Police will initiate a stolen vehicle report with you. Be sure to notify your manager.



VEHICLE/EQUIPMENT INCIDENT PROCEDURES

In case of an incident:

1. **Call 911 immediately for an injury incident**, indicate that you are a City employee, and follow the dispatcher's guidance.

For a non-injury incident call 553-0123, indicate that you are a City employee and request that an officer come to the scene to make a collision report. After calling, employees should wait up to 1 hour for an officer to arrive. **All City vehicle incidents on a street, highway or freeway require a police report. If the police do not respond, go to the nearest police station and file a report to document the incident facts. Vehicle incidents that occur on public property off of a street, highway or freeway in which no damage to private property has occurred will not require a police report.**

2. Notify your supervisor.
3. If there is property damage or personal injury to the public, contact the On Call Investigator in the City Attorney's office at 554-3900.

Exchange information with other driver(s). Do not discuss fault, guilt, or liability.

4. Be courteous and obtain the other driver's name, address, phone number, license plate number, driver's license number, insurance company, and policy number. Obtain the names, addresses and phone numbers of any witnesses. Provide the **Notice of Self-Insurance** card, or other form of proof of insurance. Per Government Code §990, the City and County of San Francisco is self-insured.
5. Take pictures, if possible.



6. If a City vehicle strikes a parked unoccupied vehicle or private property, also complete the **Notice of Motor Vehicle Incident** form and leave it on the damaged property. (For this type of incident, go to the nearest police station and file a report at the counter to document the incident facts.)
7. If you need a tow truck, call the City's contracted towing company. For passenger vehicles or for trucks under 1-ton, call Golden Gate Tow at 826-8866. For trucks of 1-ton or more, call Atlas Towing at 673-4242.
8. Complete the **Vehicle/Equipment Incident Report** within 24 hours and make distribution according to your department's instructions. Send one copy of the report to: Office of the City Attorney, Claims Office – 7th Floor, 1390 Market Street (Fox Plaza), San Francisco, CA 94102.
9. The driver of a City vehicle driving on City business who is involved in a motor vehicle accident must submit a Vehicle/Equipment Incident Report **within 24 hours** of the incident.
10. If the City vehicle is damaged, obtain an estimate of repair from Central Shops, or from your department designated source within 48 hours. Do not wait for an estimate before completing and sending the Incident Report.



Automobile Insurance

Automobile liability insurance covering bodily injury and property damage is provided by the City's self-insurance program. See below for the notice of self-insurance.

Contact the Risk Management Department at (415) 554-2300 for any insurance related questions.

Contact the City Attorney at (415) 554-3900 for information regarding filing a claim. A claim form is available on-line at <http://www.sfcityattorney.org/Modules>ShowDocument.aspx?documentid=427>.



NOTICE OF SELF-INSURANCE CITY AND COUNTY OF SAN FRANCISCO

The City and County of San Francisco is self-insured pursuant to the **§990 Government Code**.

For information on filing a claim for damages please contact:

OFFICE OF THE CITY ATTORNEY
Claims Office – 7th Floor
1390 Market Street (Fox Plaza)
San Francisco, CA 94102
(415) 554-3900

Emergency Roadside Assistance / Breakdown

Call Central Shops at (415) 550-4600, or call your department's Maintenance Facility, if you need emergency roadside assistance,

After hours or on weekends, call a towing company contracted by the City. As of March, 2010, our towing companies are:

Golden Gate Tow (415) 826-8866
 (877) 826-5123

Use Golden Gate for passenger vehicles, and for trucks $\frac{3}{4}$ -ton and less.

Atlas Towing (415) 673-4242

Use Atlas for 1-ton trucks and higher.

If you are outside the City, and it is during business hours, call Central Shops or your department's Maintenance Facility for instructions. If the breakdown occurs after hours, arrange to have the vehicle towed to the nearest repair facility and have the repair facility contact Central Shops.

Emergency roadside assistance covers:

- Locked vehicle service – retrieval of ignition key when locked inside the vehicle.
- Battery jump/boost – jump start a vehicle with a drained battery.
- Flat tire change – change the flat tire using the vehicle's spare.
- Emergency gas, oil and water – provide minimum quantity to get the vehicle safely back on the road or in to a City garage.
- Mechanical first aid – perform minor adjustments to enable a vehicle to be safely operated.
- Towing – tow a disabled vehicle to the nearest City garage.



Fleet Management / Central Shops Department

Administration

1800 Jerrold Avenue
San Francisco, CA 94124
Telephone: (415) 550-4600
Fax: (415) 550-4611

Maintenance and Repair Shop Locations and Hours

Central Shops (Main Shop)	Port Shop
1800 Jerrold Avenue	Pier 50
San Francisco, CA 94124	(415) 597-7910
(415) 550-4600/4623	
Fax: (415) 550-4611	
Hours: 7:30am – 11:30pm, M-F	

Hall of Justice Shop	Golden Gate Park Shop
950 Bryant Street	100 Martin Luther King Drive
(415) 553-1838	(415) 753-7010



Index

Alternative Fuels, 6 - 9
Breakdown, 15
Car Pools, 5
Cell phone, 4
Central Shops, 16, 20
CNG, 6-9
Commuter benefits, 4

DMV, 4
Driver Responsibilities, 3
Electric vehicle, 8
Emergency Services, 15, 20
Fueling, 6-9
Golden Gate Park, 8, 16

Hall of Justice, 8, 16
Incident, 12-13
Insurance, 14
Laptop, 4
License, 3
Maintenance, 10
Mission Statement, 3
Misuse, 5
Parking, 6
Personal Vehicle Use, 5
Pool Vehicle, 5
Roadside Assistance, 15
Safety, 3-4
Seatbelt, 3

Smoking, 4
Stolen, 11
Storage, 6



Notes



Notes



Emergency Services Reference

Incident Procedures	Page 12
Insurance Coverage Document.....	Page 14
Roadside Assistance/Breakdown	Page 15
Towing	
Central Shops.....	550-4600
Golden Gate Tow.....	826-8866
• Passenger vehicles	
• Trucks – ¾ ton and smaller	
Atlas Towing.....	673-4242
• Trucks – 1 ton and larger	
Central Shops.....	550-4600





Design & Printing: City & County of San Francisco Repromail
Photos: San Francisco Convention & Visitors Bureau