

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES
Health Care Department Operations Manual

5.5.19 Pooled Vehicle Reservations

(a) Policy

- (1) California Correctional Health Care Services (CCHCS) headquarters Business Operations Section (BOS) shall ensure that all CCHCS and Division of Health Care Services (DHCS) employees located at the Elk Grove Campus, Central Fill Pharmacy, Health Records Center, regional, and satellite offices abide by all policies and procedures pertaining to the use of pool vehicles in the conduct of state business.
- (2) CCHCS headquarters BOS shall manage pool vehicles in an economical and efficient manner to ensure that they are available to authorized staff. All drivers shall possess a valid California Driver's license, current Defensive Driver Training Certificate, and be a current CCHCS/DHCS employee.

(b) Applicability

- (1) All CCHCS and DHCS employees at the following locations who operate a vehicle in the conduct of state business shall comply with this policy.
 - (A) Headquarters – Elk Grove Campus
 - (B) Health Records Center
 - (C) Central Fill Pharmacy
 - (D) Regional and satellite offices
- (2) Consequences of noncompliance may result in the loss of privileges to utilize a CCHCS pool vehicle.

(c) Procedure

(1) Reservation Requirements

- (A) Drivers shall provide a copy of the Department of General Services (DGS) Defensive Driver Training Certificate at the time of the vehicle reservation request if one has not been previously submitted to the BOS. The DGS Defensive Driver Training can be found at the following link <https://ddt.dgs.ca.gov>. The certificate is valid for four years and must be renewed every four years thereafter in accordance with State Administrative Manual, Section 0751. The certificate can be attached to the ticket through the CCHCS Service Portal, emailed to the BOS, or emailed to the local Regional BOS analyst.
- (B) The driver shall go online to the CCHCS online Learning Management System to read and sign the "Pool Vehicle Reservations Policy and Procedure Acknowledgement" form prior to confirmation of vehicle reservation. This form acknowledges the driver has read, understands, and agrees with the terms and consequences of the policy. The form shall be completed every two years.

(2) Vehicle Availability

- (A) Types of Vehicles
 1. Passenger vans that seat up to seven.
 2. Sedans that seat up to five.
 3. Sedans that seat up to four.
- (B) Timeframes
 1. BOS's hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, with the exceptions of state holidays.
 2. The vehicle binder can be picked up after 4:30 p.m. the day before if leaving the next day before 8:00 a.m.
 3. Vehicles can be reserved on an hourly or daily basis.
 4. Reservations can be made for a maximum of three consecutive days for the Elk Grove Campus.
 5. Reservations can be made for a maximum of five consecutive days for regional offices.
 6. For reservation requests that exceed the maximum allowable time, the employee may reserve a rental car through Concur Travel Services, which is located in the Travel Portal on Lifeline.
 7. If a pool or rental vehicle is not available, approval from the program's management to allow use of a privately owned vehicle for state business is required and an approved [STD 261, Authorization to Use Privately Owned Vehicle on State Business](#), must be on file. Refer to the Health Care Department Operations Manual, Section 5.5.20, Use of Privately Owned Vehicles and Rental Vehicles in the Conduct of State Business.

(3) Reservation Procedures

- (A) Pool vehicles are requested via the CCHCS Service Portal at the following link:
[Vehicle Reservation - CCHCS Service Portal \(servicenowservices.com\)](#)
- (B) The CCHCS Service Portal can also be accessed via Lifeline.
 1. Select the following link: <http://lifeline/Pages/Home.aspx>.

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES
Health Care Department Operations Manual

2. Select "Business Operations" located on the left side of the screen under the Business Services section of Policy and Administration.
3. Select "CCHCS Service Portal," located in the Applications box.
4. Select "Business Operations Services."
5. Select "Vehicle Reservation."
6. Complete the user fields.
7. Attach a copy of the Defensive Driver Training certificate, if applicable.

(4) Driver Responsibilities

All drivers shall:

- (A) Use the vehicle for state business only.
- (B) Use safety equipment such as seatbelts and require the same of their passengers. Passengers who are not state employees or who are not on state business are not allowed in vehicles.
- (C) Not smoke in vehicles.
- (D) Not carry or transport firearms, weapons, and ammunition in vehicles.
- (E) Complete the mileage log, located inside the vehicle's binder in its entirety.
- (F) Personally pay all citations, moving violations, and/or bridge toll road evasion fines cited while operating the vehicle.
- (G) Return the vehicle with the gas tank at least half full.
 1. A Voyager card is provided for purchasing the gas and is located inside the key pouch.
 2. Instructions on how to use the Voyager card can be found inside the vehicle binder.
 3. Instructions on how to charge electric vehicles can be found inside the vehicle binder.
- (H) Remove all trash and personal belongings before returning the vehicle.
- (I) Return the vehicle on or before the date and time stated in the reservation.
- (J) Park pool vehicles in a vehicle cage at headquarters and regional offices. Secure the gates to the vehicle cage if leaving or returning before or after the working hours of 7:30 a.m. and 5:00 p.m. A key/fob that allows access to the closed/locked vehicle cage is located on the key ring.
- (K) Not park vehicles at or in the vicinity of the employee's home overnight. Requests for an exception must be submitted through the CCHCS Service Portal in the form of a written justification. Exceptions shall be considered on a case-by-case basis and approved by the Associate Director, BOS.
- (L) Immediately notify BOS or the local Regional BOS analyst if the designated pick-up time for keys is delayed, the vehicle will not be returned on time, or a reservation must be cancelled.
- (M) Immediately report any damages to the vehicle to BOS or the local Regional BOS analyst. If return of the vehicle is after hours, inform BOS or the local Regional BOS analyst the next business day.

(5) Consequences of Noncompliance with Driver Responsibilities

Consequences of noncompliance violations are based on each occurrence, not necessarily the same violation. An email shall be sent to the employee and the supervisor/manager notifying of each violation and consequence. Adherence to driver responsibilities, listed above in Section (c)(4), shall be monitored and tracked by BOS.

- (A) First violation: an email shall be sent to the employee and the supervisor/manager notifying of the violation.
- (B) Second violation: loss of pool vehicle usage for 30 days and notification to the driver's program's Deputy Director.
- (C) Third violation: loss of pool vehicle usage for six months.
- (D) Fourth violation: BOS management reserves the right to permanently suspend pool vehicle usage.

(6) Accidents

(A) In the event of an accident, drivers shall:

1. Obtain the other party's information, i.e., name, address, insurance carrier. The [STD 269, Accident Identification](#), located in the vehicle binder can be used for this purpose.
2. Complete a [STD 270, Report of Vehicle Accident](#).
3. Have the supervisor/manager review the circumstances of accident and complete an STD 270, State Driver Accident Review, and submit with the STD 270 to the DGS, Office of Risk and Insurance Management (ORIM) within two business days after the accident. ORIM can be contacted 24 hours a day, seven days a week at (916) 376-5300, (916) 376-5302, or (800) 900-3634. Voicemail is available on evenings, weekends, and state holidays.

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES
Health Care Department Operations Manual

4. Submit copies of all forms to BOS or the Regional BOS analyst within two business days after the accident.
(B) BOS shall collect and track all accident information to ensure compliance with the timeframes established by DGS and noted above.

Forms

- [STD 261, Authorization to Use Privately Owned Vehicles on State Business](#)
- [STD 269, Accident Identification](#)
- [STD 270, Vehicle Accident Report](#)
- [STD 274, State Driver Accident Review](#)

References

- [Management Memo 11-04](#)
- State Administrative Manual Sections [0750](#), [0752](#), [2420](#)
- Health Care Department Operations Manual, Section 5.5.20, Use of Privately Owned Vehicles and Rental Vehicles in the Conduct of State Business

Revision History

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