



IMPERIAL COUNTY FLEET SERVICES

1414 State Street
El Centro, California 92243
Direct (442) 265-1999

ROADSIDE ASSISTANCE POLICY

The Fleet Services Roadside Assistance Policy provides a quick response to vehicle breakdowns and accidents. County employees are required to comply with provisions of the Roadside Assistance Policy.

1. Roadside Assistance Hours of Service

- 6 a.m. – 4 p.m. call Fleet Services (442)265-1999
- After 4 p.m. weekends and holidays call Sheriff Dispatch (442)265-2021

2. Roadside Assistance Label

The Roadside Assistance Label will be placed on the vehicle dash in clear view of the driver.

ROADSIDE ASSISTANCE

6 a.m. – 4 p.m. Fleet Services (442) 265-1999
After 4 p.m. Sheriff Dispatch (442) 265-2021

3. Mechanical Problem

If you notice, a mechanical problem with a county vehicle report it immediately. Fleet Services will determine appropriate actions to either conduct roadside repairs or recover the vehicle. Unless the vehicle constitutes a traffic hazard in its current location, the driver shall not move it until instructed to do so.

4. Traffic Accident

Call 911 if anyone is injured. Report the traffic accident to the local law enforcement, supervisors and Fleet Services. Fleet Services will determine appropriate actions to recover the vehicle. Unless the vehicle constitutes a traffic hazard in its current location, the driver shall not move it until instructed to do so.

5. Vehicle Abandonment

Vehicles abandoned due to a mechanical problem or traffic accident report it immediately to Fleet Services during regular working hours or Sheriff Dispatch after hours. Secure the vehicle in a safe location, roll up the windows and lock all doors.

6. Driver Guidelines

County employees shall follow the listed guidelines in the event of a mechanical problem or traffic accident.

1. Call 911 if necessary
2. Park the vehicle in a safe location
3. Call your supervisor
4. Call Fleet Services during regular business hours or Sheriff Dispatch after hours
5. Stay with your vehicle if it is in a safe location
6. Do not leave valuables in the vehicle
7. Check in with your supervisor periodically until arrangements are made to pick you up
8. Complete the Accident/Damage Report

7. Supervisor Guidelines

County Department Supervisors shall follow the listed guidelines in the event of a reported vehicle breakdown or traffic accident.

1. Call 911 if necessary.
2. Call Fleet Services during regular business hours or Sheriff Dispatch after hours.
3. Instruct the employee to park the vehicle in a safe location
4. Immediately make arrangements to pick up your employee
5. Call your employee periodically to ensure their safety
6. Advise employee not to leave valuables unattended in the vehicle
7. Complete the Supervisor Accident/Damage Report

8. Sheriff Dispatch Guidelines

Sheriff Dispatch shall follow the listed guidelines in the event of a reported vehicle breakdown or traffic accident.

1. Call 911 or local emergency services if necessary
2. Call your supervisor
3. Call Fleet Service
4. Call for towing service

9. Towing Service Request

Fleet Services or Sheriff Dispatch will be responsible for requesting the towing service.

10. Towing Service

All county vehicles have the factory extended 36,000 mile/3 year warranty that includes roadside assistance. A sticker with an 800 number is on the driver's side window or in the vehicle owner's manual located in the glove box.

Towing service companies are authorized to make immediate repairs to the vehicle (lockouts, flat tire repair, winching, fuel delivery and jump-starts). If the vehicle cannot be repaired onsite, the vehicle will be towed.

11. Towing Service Response Area

The towing service response area is assigned to three zones. (North County, South County and Out of County).

- **North County** Roadside Assistance towing service north of Keystone Rd.
JT Towing (760)355-1000. Deliver vehicles to the Fleet Services facility.
- **South County** Roadside Assistance towing service north of Keystone Rd.
Beach & Sons Towing (760)352-8009. Deliver vehicles to the Fleet Services facility.
- **Out-of-County** Roadside Assistance towing service.
Pep Boys 24 Hour Roadside Assistance (800)737-2697. Deliver to the nearest Pep Boys location.

The policy cannot address every scenario and county employees should use good judgement when a problem occurs.