City Fleet Maintenance Policy Example
The policy discusses the following elements involved in City Fleet Maintenance Management:

- Maintenance Standards
- Daily Maintenance
- Preventative (Scheduled) Maintenance
- Unscheduled Maintenance
- Mobile Maintenance (Repair & Tire Service)
- Warranty
- Cannibalization
- Receiving and Issuing New Vehicles
- Identification and Marking of Vehicles
- Security
- General Maintenance Services
- State Safety & Emissions Inspections
- Repairs & Corrective Maintenance
- Road Service
- Accident & Vandalism Repairs
- Charges
- Distribution Center
- Fuel Sites

3-1 GENERAL

Fleet maintenance encompasses five elements namely, planning, organizing, directing, coordinating, and tracking to accomplish maintenance objectives. Fleet utilization is the most important factor in determining maintenance requirements.

3-2 MAINTENANCE OBJECTIVE

The objective is to maintain the fleet in a safe and operating condition by using the most economical, reliable, and up-to-date procedures and technologies available, all in accordance with the original Fleet manufacturer’s (OEM) recommendations.

3-3 SCOPE OF MAINTENANCE

FSD will inspect, service, lubricate, adjust, and repair or replace assemblies and sub-assemblies. FSD will contract out to commercial vendors, in accordance with existing arrangements, if repairs are beyond the internal capabilities and resources.

3-4 MAINTENANCE STANDARDS

Maintaining the City’s fleet in a peak operating condition is the responsibility of all concerned. For maintenance to be effective and
optimal, utilization is the most important factor. Accurate meter readings are essential for this purpose.

A. **Meter Data Entry**

To ensure correct and up to date utilization information is recorded in the M5 system, technicians shall update the meter readings in the system prior to taking any maintenance action. During each fuelling transaction, fleet users should enter accurate meter information.

The M5 system has two locations for meter reading entries: Primary Meter and Secondary Meter. There are “Life To Date” readings for each meter. The Primary Meter reading is updated at every fueling transaction. Since erroneous readings could occur, FSD will correct the readings each time a work order is created for any unit.

B. **Daily Maintenance**

The fleet user is responsible for the following:

1. Checking the fleet before, during and after operations for safety.
2. Keeping the fleet clean at all times.
3. Not smoking in City fleet per City policy.
4. Checking fuel, engine oil, engine coolant, windshield washer reservoirs, and battery fluid levels according to the fleet operator's manual.
5. Reporting unusual noises/sounds and symptoms to the appropriate FSD maintenance facility. Reports and requests for repairs should describe the malfunction rather than attempt to diagnose the problem or prescribe corrective action. Details regarding exactly what went wrong and the conditions under which the malfunction occurred are helpful in pinpointing the problems and contributing to effective and timely repairs.
6. Operating the fleet in accordance with manufacturer recommendations and within applicable laws.

C. **Scheduled Maintenance (Preventive Maintenance)**

All FSD fleet is scheduled for periodic preventive maintenance (PM) service according to a schedule established. FSD will inform each customer in advance of upcoming PM schedules. Each customer or fleet user must make every effort to get the unit to the appropriate facility on the date it is scheduled for PM or arrange for a rescheduled date/time. The FSD facility Foreman will report any failure to make units available for PM on the scheduled date to the division/department vehicle coordinator on the day following the "no show”.

D. **Unscheduled Maintenance**
Unscheduled maintenance is the correction of deficiencies that occur between scheduled services to maintain fleet in a safe, operable condition. Users should report deficiencies immediately to the maintenance facility in order to determine whether limited operation is feasible, whether the unit can be repaired on the spot or whether it must be towed or taken out of service to prevent further damage or cause safety hazards. FSD will normally limit unscheduled maintenance to correcting specific items reported as deficient by the users and confirmed by a technician’s diagnosis. However, FSD will correct other deficiencies observed at the time of unscheduled maintenance, particularly those affecting safety. When a unit is brought in for unscheduled maintenance, the technician will check its history to determine if the unit is approaching a scheduled service. If it is due within 500 miles or 10 working days, FSD will perform this service along with the unscheduled maintenance.

E. Mobile Maintenance (Repair & Tire Service)

The main FSD facility has mobile service trucks to assist with vehicle breakdowns in the field. The number to call is XXX-XXX-XXXX, Monday through Friday. When requesting assistance, provide as many details as possible about the problem, including the exact location of the vehicle.

F. State Safety and Emissions Inspections

FSD will inspect all vehicles annually and ensure they meet the State safety and emission standards. Customers/fleet users should bring units to the appropriate FSD facility on the scheduled date.

3-5 WARRANTY

FSD foremen familiarize themselves with warranty provisions and send warranty work to the vendor for correction or charge labor and materials used in-house to the vendor.

A. Manufacturer Recalls

When manufacturers send recall notices to FSD, the Fleet Manager will receive and forward them to the appropriate foreman. Foremen are responsible for accomplishing recall work. Vehicles will be sent to the appropriate dealer for recall work if necessary. After the recall work is complete, foremen will arrange for picking up vehicles from the dealership and obtaining required paperwork for filling in the vehicle history record. However, if feasible, the vendor may carry out repair work at an FSD facility to limit downtime.
B. Manufacturer Warranty

1. Foremen shall administer all warranties, both for the main unit and parts. Foremen will input warranty data (time and mileage limits) into the M5 warranty screen. The vendor's responsibility for defective material or workmanship may not be limited to the specified number of miles or years stated in the warranty.

2. FSD will comply with manufacturer's recommendations for the maintenance of Fleet and vehicles as necessary to not jeopardize their warranty provisions. FSD will not utilize any part or procedure that would void the manufacturer's warranty.

C. Warranty Correction Procedures

When a warranty defect exists, FSD foremen will coordinate with the designated franchised dealer. Foremen shall not take action to correct defects in-house unless the vendor or the manufacturer has authorized such corrective action in writing.

D. In-house Warranty Service

The City may negotiate an in-house warranty with the manufacturer. This arrangement would permit FSD to perform a particular warranty repair in-house without violating the warranty. The contract between the City and the manufacturer will specify details (including billing information). FSD will bill customers the entire cost of repairs and credit them with any receipts from the vendors. Customers can choose to have the work carried out by FSD or the vendor in such instances.

E. FSD Warranty

FSD shall provide high standards for all workmanship and ensure repairs carried out are free from defects and imperfections. FSD warranties its work for 45 days on labor. Parts warranty will be according to manufacturer's stipulations.

F. Other Defects

1. Technicians shall report abnormal wear, material failures, malfunctions or high incidence of unusual parts failures detected at any point with in or beyond the warranty period, which can be attributed to latent defects and not normal wear and tear to the Maintenance Manager.

2. Technicians shall also report unsatisfactory design or other conditions not covered by warranty or latent defect procedures to the Maintenance Manager. Reports should document the condition and provide specific recommendations for corrections.
such as improvement in design, ease of maintenance, safety and efficiency of operation, suitability of fuel, lubricants, and preservatives.

3. Technicians shall check the condition of tires each time a work order is opened on any unit. They shall pay particular attention to mismatched tires on dual wheels (more than \( \frac{1}{4} \)” difference in diameter) and inform the foreman for corrective action.

3-6 CANNIBALIZATION

The Director or the Maintenance Manager must approve the removal of specific components, assemblies or other parts from any unit to install in another unit or to be placed in parts stock. The foremen will document all components, parts or assemblies removed and approve the use of cannibalized parts.

1. Units determined uneconomical to repair
   Foreman must send a request for cannibalization to the Maintenance Manager for approval.

2. Units in Active Fleet
   Cannibalization will be used only when the “out-of-service” unit seriously affects the customer's operations. Cannibalization of a unit assigned to one customer shall not occur to repair a unit assigned to another customer.

3-7 RECEIVING AND ISSUING NEW VEHICLES

Fleet Foreman will:

1. Receive units from vendors.
2. Check units for specification compliance and condition.
3. Inform customer of arrival of units.
4. Obtain vehicle number and license tag number (if required) from the Fleet Manager.
5. Initiate an Fleet Record form and forward it along with all papers pertaining to the unit (invoice, certificate of origin, and odometer disclosure statement) to the Fleet Manager. Retain copies on file.
6. Give the keys and documents to the Business Manager.
7. Inform customer that the new unit is ready for pick-up. If the new unit is a replacement, customers must return the old unit. Customers are allowed sufficient time to transfer any Fleet between units.
3-8 IDENTIFICATION AND MARKING OF VEHICLES

Identification markings, except for Police, Fire, off-road and special Fleet, shall conform to State and local laws and be:

**Front** - Vehicle identification number on front right.

**Sides** - Vehicle identification numbers just forward of front door top hinge (or equal) on each side. City seal or approved agency seal, at center of front door (or equal) on each side.

**Rear** - Vehicle identification number on left rear.

Police and Fire units have special markings of their own. Off-road and special Fleet will carry the unit number and City seal at a convenient location (mostly doors).

3-9 SECURITY

A. Foremen shall:

Maintain the confidential nature of unmarked police vehicles, including special Fleet inside the vehicles, when they are brought in for repair. Their security includes:

1. Controlling idle discussion about these vehicles.
2. Prohibiting handling and tampering with special Police Department Fleet. Technicians should immediately inform foreman if firearms are found in vehicles. The foreman will coordinate with the police precincts and take necessary action to secure firearms until release to proper police authority.

Clearly identify all marked police vehicles on road test as being out of service and on a road test.

Operate marked police vehicles outside the facility only for road test purposes or when being driven from a facility to another location for repair(s).

B. Foremen are responsible for facility security including locking gates that provide access to the facilities during off-duty hours. Foremen shall provide access to their facility during other than normal business hours when City staffs are required to perform emergency repairs.

C. Foremen are responsible for the security of all vehicles within their custody. Security includes insuring that the vehicles are locked and parked in designated parking areas.

D. Employees shall not work on private vehicles on City property, except in emergencies. Employees shall not deliver, receive or exchange parts for private vehicles at City shops.
3-10 GENERAL MAINTENANCE SERVICES

A. FSD Shop Staff provide scheduled preventive maintenance, unscheduled repairs, overhaul, mobile service, State safety inspections, towing for disabled vehicles, tire service, and such other associated services as are required to assure the continuity of effective and economical operation of units assigned.

B. Shop foremen will notify the Maintenance Manager whenever operator abuse of a unit is suspected in excess of normal wear and tear. The Maintenance Manager will conduct an investigation and inform the vehicle user customer of findings for action as appropriate.

C. The Director may set priorities for maintenance and repair of vehicles to ensure support to critical public services.

D. Shop foremen shall ensure that vehicles pass a road test, prior to their release to customers, if they have had safety-related repairs or adjustments (brakes, steering, etc.).

E. FSD will maintain up-to-date history records for each unit. Pertinent history data include purchase price, factory recall and warranty repair information, hard copy of the Fleet Record, speedometer calibration and/or odometer change records if any, copies of estimates for body repairs with related purchase orders and receiving reports.

F. FSD will use the best available labor time guide to set the maximum allowable time for all repairs. FSD may adjust the time allowance to compensate for variables, such as factory-installed Fleet, City-installed Fleet, specially built Fleet, special modification to the Fleet and rusted fasteners or fittings.

3-11 OTHER MAINTENANCE & SERVICE PROVISIONS

A. Cold weather Parking

FSD parks tanker trucks, sewer flusher trucks, TV vehicles and sweepers (when under the control of the facility for repair or service) inside during cold weather to prevent freezing.
B. Tire Service

FSD Shops provide all replacement tires and tire maintenance to any customer on contract. New replacement tires shall meet or exceed the OEM requirements and suit the specific application. Tire maintenance includes re-treading by an acceptable process and repairs.

3-12 PREVENTIVE MAINTENANCE (PM)

A. PM Program

FSD establishes PM program for all vehicles and Fleet. It designs the program in accordance with recognized good fleet management practices and complies with the OEM warranties, recommendations and specifications, taking into consideration the specific operational environment.

B. PM Intervals

FSD will follow PM intervals and services for each unit according to the manufacturer’s recommendations.

C. PM Scheduling

Scheduling PM is a joint responsibility between FSD and fleet users. FSD develops PM schedule reports for all vehicles and Fleet. These reports identify units that are scheduled for PM during the month. FSD foremen will use the monthly report to develop daily PM schedules. FSD technicians will affix a "Maintenance Inspection Due" sticker in the vehicle after completing PM inspections. This sticker will show the due date and/or mileage for the next scheduled PM inspection. The fleet user is responsible to call and make an appointment with FSD when the odometer/hour meter reading matches the "Maintenance Inspection Due" number.

It is the responsibility of the vehicle user to deliver the vehicle for PM service. If the vehicle user fails to deliver the vehicle when required the foreman shall contact the vehicle coordinator of the agency involved and reschedule the vehicle for service. If the user fails to deliver the vehicle on the rescheduled date, the foreman shall notify the Maintenance Manager who will contact the agency involved and request that the vehicle be delivered immediately. FSD may charge the customer a ½ hour “no-show” fee at the prevailing labor rate.

D. PM Checklists

The foremen will develop and use PM checklists for each category. These checklists will serve as guides to the technician and also as information sheets for the foremen describing repairs that are incomplete due to parts
unavailability or the estimated time needed to complete the job being inadequate. Technicians shall complete all PM forms and retain on file in the vehicle history record in M5.

E. **New Vehicles**

The foremen will prepare a schedule for new vehicles, which identifies the month of their inspection. FSD will use this schedule for coordinating dates and times for inspections with the appropriate vehicle users.

3-13 **STATE SAFETY & EMISSIONS INSPECTIONS**

The foremen shall ensure that all vehicles are inspected according to State Safety Inspection standards annually. FSD technicians shall make necessary adjustments or repairs to ensure that vehicles meet safety and emissions inspection requirements. FSD will inspect vehicles in conjunction with scheduled PM services when possible.

3-14 **REPAIRS & CORRECTIVE MAINTENANCE**

A. **Repairs**

FSD will make repairs to fleet units as required, limiting the nature and extent to that consistent with unit’s age, utilization, condition, and cost to repair. Technicians shall annotate diagnostic procedures used during the vehicle repair on the work order. The Maintenance Manager must analyze repairs estimated to exceed $1,500 to determine the cost effectiveness of the repair. Customers may set limits beyond which they need to approve. The Director of FSD must approve repairs when replacement appears to be more cost effective.

B. **Quick Service**

FSD Shop Personnel will provide a quick Service for light repairs of less than one hour's duration when the vehicle operator chooses to wait for the service. This service is continuously available during normal hours of operation.

C. **Body Repairs**

Technicians are responsible for the appearance and decals on all units presented for repair. The quality of the work shall meet industry and safety standards in the areas of sheet metal work, overall painting and patching. FSD shop personnel shall install decals when needed.
3-15 ROAD SERVICE

FSD has mobile service trucks on call to provide road service for vehicles. Services include tire replacement and towing if required. Response time shall not exceed one hour during normal operating hours and two hours during other than normal operating hours.

3-16 ACCIDENT & VANDALISM REPAIRS

A. Foremen coordinate repair damage due to accidents or vandalism. Responsibilities include appraisals, obtaining repair estimates, bids, towing, transportation of vehicles to/from repair sites, repair quality and timeliness and administration, including payment of invoices to subcontractors.

B. Guidelines are as follows:

1. Obtain repair estimates prior to repairing vehicle damages. If repairs are over $1,500, review with Maintenance Manager and the Fleet Manager.
2. Itemize repair estimates and bills on a separate work order to include date of incident, direct labor hours, direct parts, subcontractor work, and any transportation charges for removing the vehicle from the accident or vandalism scene. Include vehicle information such as year, make, model, vehicle number, and agency to which the vehicle is assigned on repair estimates and bills.
3. Contact the Fleet Manager if the vehicle is perceived to be a total loss.
4. Proceed with the repair if the cost estimate is less than $500 and the repairs can be carried out in-house.
5. Obtain three repair estimates, one of which may be the in-house cost estimate, if the cost exceeds $500 and an outside vendor is to repair the damages.
3-17 CHARGES

A. Preventive Maintenance & State Inspections

FSD will establish and update standard PM jobs and related charges for light fleet units, State Inspections and such. FSD will bill its customers for such services at set rates. However, FSD will charge separately for any repairs or adjustments arising out of such inspections.

B. Breakdown Maintenance

1. In-house Repairs: FSD will charge for parts, labor and shop supplies used to repair fleet units and bill customers for such services directly.

2. Outside Repairs: When units are sent out for repairs for any reason, FSD will open work orders for any services provided and bill customers actual amount charged by the vendor plus a mark up for administrative expenses and any work order costs incurred.

C. Accident settlements

FSD will bill customers who are involved in vehicle accidents or damage to Fleet, the full cost of the repair regardless of who caused the accident. Customers will be responsible to liaise with the City Attorney’s and Cash Management & Treasury offices for any subrogation and third party liability settlements. FSD will not get involved in these procedures.

C. Billing

FSD will bill customers on a timely basis for maintenance services provided.

D. Contract Invoice Settlement

Foremen shall record details of contract work orders in M5, ensure all work is complete and authorize the invoice for payment. They should submit the invoice with the work order number to the Distribution Center for releasing payment.

3-18 DISTRIBUTION CENTER

A. Procuring, Stocking, and Issuing Parts
The Distribution Center shall procure and/or stock and furnish all parts, supplies, and fluids required to maintain and repair City fleet, in accordance with the City's supply management procedures.

B. Parts, Supplies and Fluids Quality

1. The Distribution Center shall stock and issue parts, components, retreads, sub-assemblies or assemblies and supplies. All parts, supplies, and fluids shall meet or exceed OEM specifications.

2. The Director must approve any non-standard product line being introduced into the Distribution Center or installed on a City unit. The Director may reject after-market parts not meeting manufacturer's specifications and may require the Distribution Center to refrain from purchasing the brand in question if quality is suspect or if repair records indicate a pattern of premature failure.

C. Oil

The Distribution Center will provide and technicians will utilize motor oils that meet or exceed OEM specifications.

D. Used, Rebuilt and/or Recycled Parts or Fluids

1. Technicians may install used parts, sub-assemblies, or assemblies, and/or recycled fluids only with the approval of the Director. Any such parts must meet OEM specifications.

2. FSD will recycle antifreeze removed from vehicles in the course of maintenance. This recycled antifreeze must be refined and meet OEM specifications before it is reused.

3-19 FUEL SITES

A. Fuel Site Inspections

The Fuel Systems Aide is responsible for monitoring fuel sites and reporting any damage/problem involving the Fleet, including fuel islands, support pillars, fuel dispensers and any malfunctioning or inoperable fuel island lights. The Supervisor Distribution Center or the Fuel Systems Aide is responsible for monitoring leak detection systems to ensure that they are working properly. They will conduct a visual inspection at least once per week during facility operating hours. They shall maintain records with one master file at main shop and an additional file at the respective site.

B. Fuel Site Monitoring

Users should report all malfunctioning of automated fuel system panels, and/or dispensers, leaking/broken/torn hoses or nozzles and such to the
Distribution Center as soon as possible or on the next business day. Except in an emergency, report after-hours problems to the Supervisor, Distribution Center or designee during the next business day.

C. **Emergency – Definition**

An emergency is defined as any condition that could cause a possible fire or injury/safety hazard or could result in property damage.

D. **Reporting Emergency Fuel Site Problems**

In emergency situations, contact the Maintenance Manager immediately. Report after hour emergencies and other problems directly to the Street Division's 24-hour emergency number. The Maintenance Manager or Street Division will report any gasoline or diesel spills over five gallons immediately to the State Pollution Control Agency or designee within one hour.

E. **Emergency Shutoff of Dispensers**

FSD shop personnel will manually shutoff of the dispenser(s) in the event of an emergency. The fuel site repair contractor will turn the dispenser(s) back on once the emergency problem/situation is corrected/resolved.

F. **Assistance**

Any driver who is "locked out" from automated fueling should call FSD or after hours call the Street Division. When fuel site problems exist, FSD Shop Personnel will post "Out of Order" or other necessary signs.

G. **Fuel Site Maintenance**

The Fuel Systems Aide provides trash disposal and restocks paper towels and windshield washing supplies at fuel islands on a daily basis. FSD shop personnel clean up any minor fuel spills (five gallons or less) at their site that occurs during normal vehicle refueling.