

PUBLIC WORKS DEPARTMENT

DEFINITION OF FLEET MANAGEMENT SERVICES

Scope of Services Available

Public Works Department Fleet Management Division is an Automotive Service Excellence (ASE) Blue Seal Shop that is committed to providing a full range of Fleet Management Services. The branch is committed to serving City departmental needs and continually stays abreast of new technologies and procedures related to Fleet Management.

Fleet Management services available to customer departments include:

Maintenance, Repair, and Safety Services

- a. Preventive Maintenance Services at regular intervals, as determined for various classes of vehicles and equipment, to ensure safe dependable service
- b. Mandated safety (DOT Inspection) and emissions tests as required
- c. All unscheduled repairs
- d. Coordination of accident damage estimate and repair
- e. Contract maintenance services managed by Fleet Management
- f. Towing services using approved towing contractor
- g. Insuring vehicles and equipment as required in conjunction with Risk Management

Fueling Services

- a. Provide fuel to all city vehicles
- b. Fuel billing report
- c. Issuance and maintenance of fuel keys
- d. Maintenance/Repairs at fuel sites

Replacement, Acquisition, and Disposal Services

- a. Management of vehicle replacement program
- b. Development of specifications and acquisition of new vehicles
- c. Management of vehicle numbering, license processing and computerized database management
- d. Management of Motor Pool
- e. Fleet Utilization

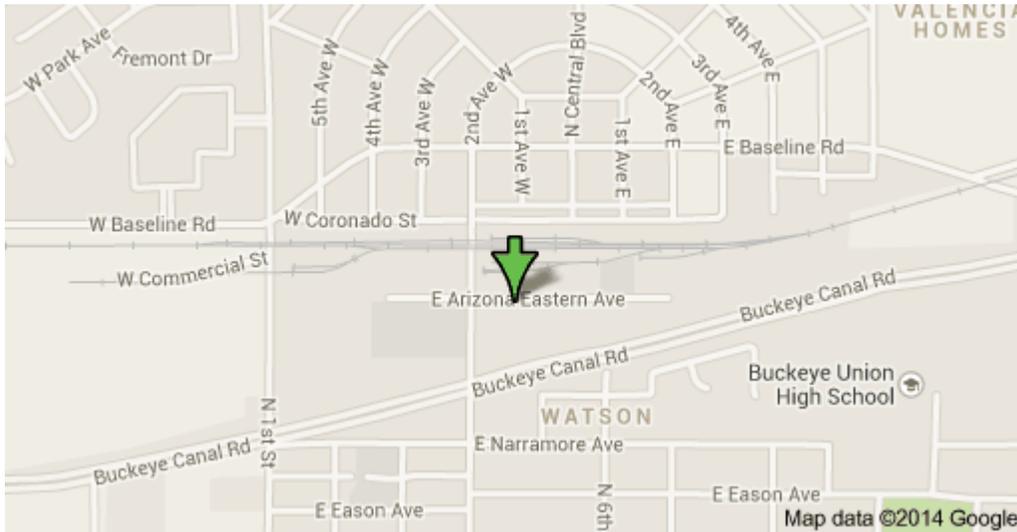
Financial and Information Services

- a. Month end processing
- b. Monthly utilization report

FLEET MANAGEMENT DIVISION FACILITY

The Fleet Management Division operates at the following facility:

415 Arizona Eastern Ave, Buckeye, Arizona 85326



HOURS OF OPERATION AND KEY PHONE NUMBERS

Hours of operation are as follows:

Administration:

Monday-Thursday 6am to 6pm

Shop:

Monday-Thursday 5am to 6pm and Friday 5am to 3:30

Holidays:

Closed on All City of Buckeye Designated Holidays

Other Necessary Response:

In addition, flexible schedules for maintenance personnel are maintained in order to meet other priority needs of customer departments. Emergency response situations can be met on an immediate basis within annual budgetary allocations.

Procedures are outlined in Fleet Management Standard Operating Policy manual describing how special service demands are met after business hours or on weekends, including the availability of towing services. A flowchart for after hour's on-call procedures is listed on page 4 and 5.

Phone numbers for specific services are as follows:

Phone numbers

Direct line for service and repairs **623-349-6841**

Additional numbers

Risk Management (*for all Accidents*) **602-540-5199**

Emergency after Hours **623-349-6841**

Emergency after Hours Fire **623-695-1796 or 623-293-8489**

Emergency after Hours Public Safety Generators **623-764-4859**

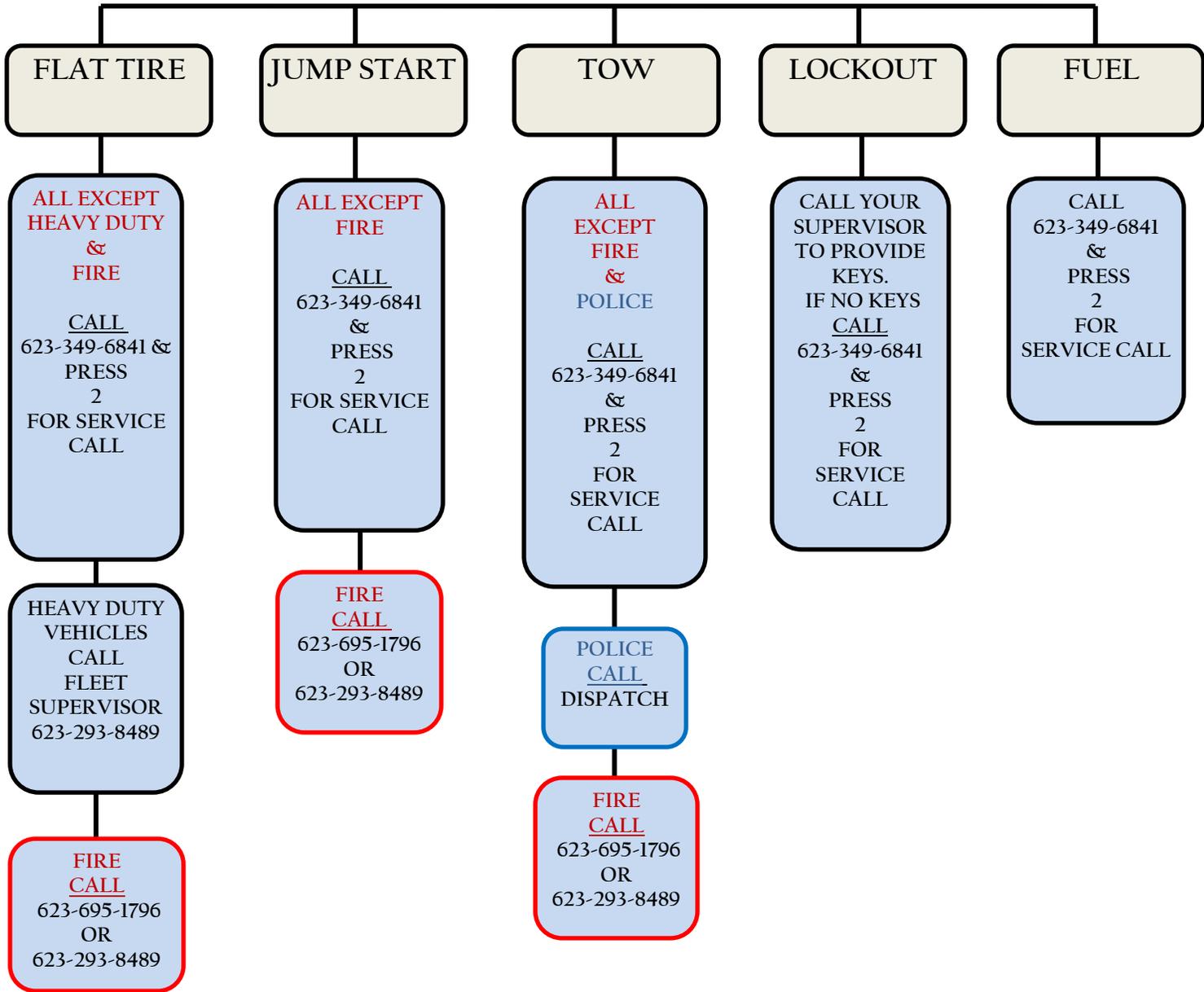
Billing Information **623-349-6844**

Fleet Superintendent **623-293-8489**

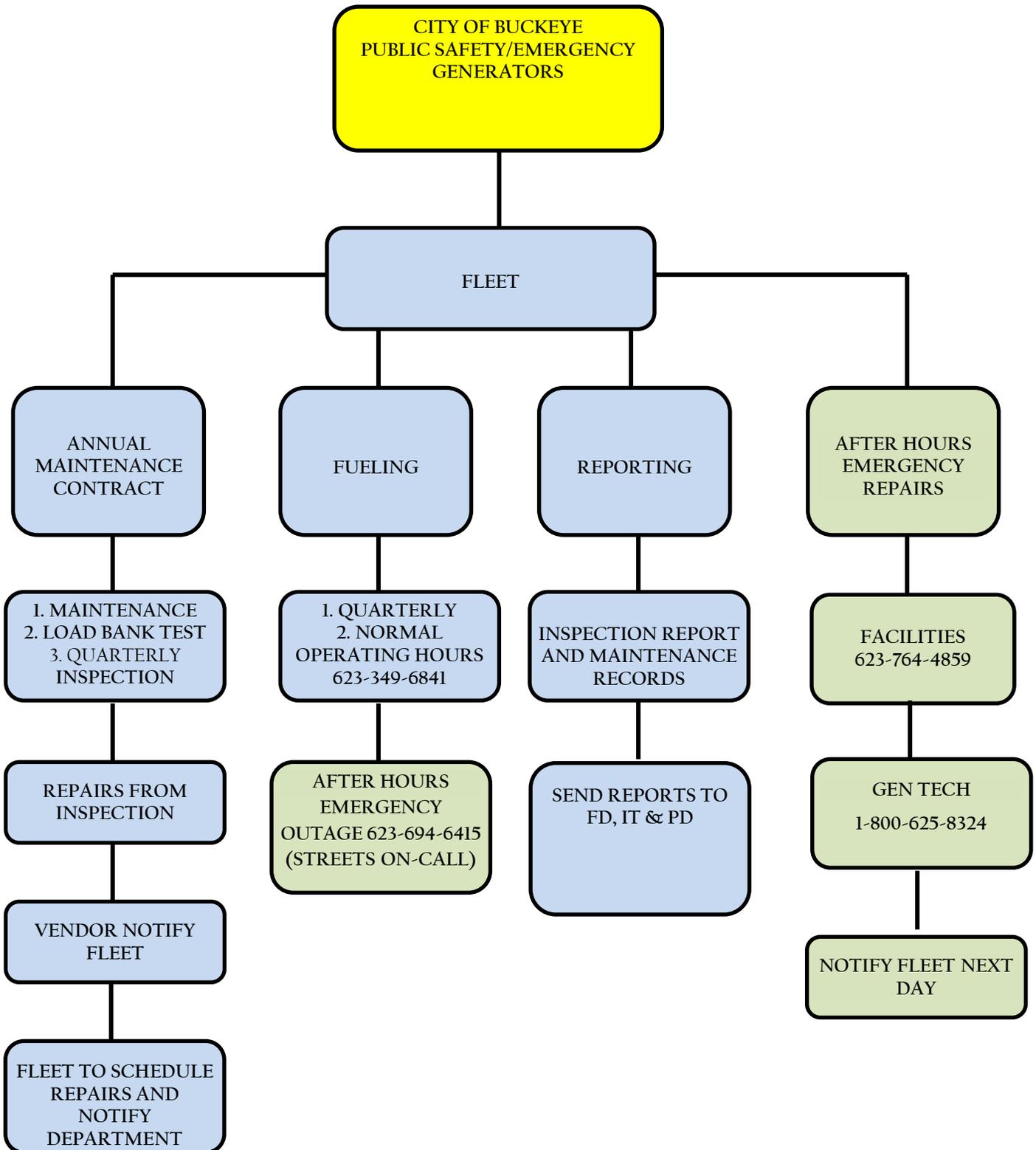
Fleet Manager **623-695-2839**

Public Works Director **623-261-8999**

Fleet After Hours Service Call Procedures



Emergency After-Hours Repairs For Public Safety Generators



SERVICES SPECIFICALLY NOT INCLUDED

Normally, the level and extent of service are specifically listed by type and class of vehicle. Thus, services provided are detailed by each class of vehicle. If certain specialized services are not provided for the class of vehicle, they will be coordinated through Fleet Management. Examples of specialized service are the vehicle computer (IT Department) and radio for Police/Fire. Maintenance and repair are available from a providing and/or contracted vendor. Whenever possible, these types of services, if not contracted through Fleet, should be coordinated directly with the service provider.

LEVEL AND QUALITY OF SERVICE

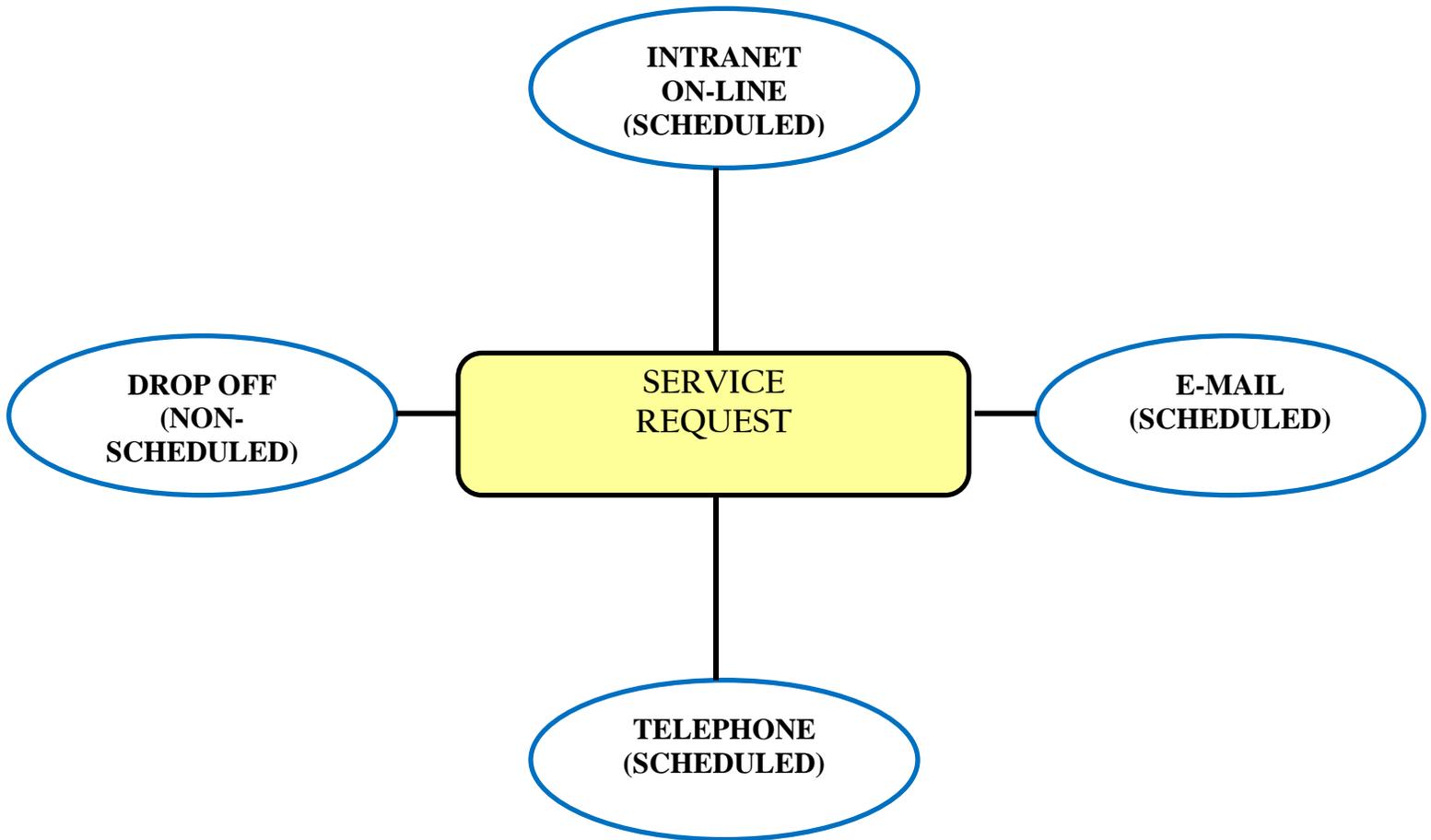
Preventive Maintenance Servicing, Emission Inspections, and Safety Checks

Preventive maintenance, emission inspections and safety checks have set schedules, based on the unique requirements of the individual class of vehicle or equipment.

Notification for required services will be sent to customer departments at the beginning of the month after mileage and fuel reports are turned in and compiled.

Non Scheduled or Repair Services

A representative from the customer department or the operator will notify the Fleet Support/Services Specialist of issues with the vehicle or equipment and request that work be performed. The Fleet Support/Services Specialist will determine the nature of repairs and schedule them into the shop on a priority basis. Technicians will communicate regularly with the Fleet Support/Service Specialist, who will in turn keep customer department staff informed of the status of repairs and the expected date of the vehicle's return to service. For Fire the Lead Emergency Vehicle Technician or Support/Services Specialist will need to be contacted.



Time Promised

The turnaround time for preventive maintenance servicing, emission inspections and safety checks is one day or less. However, during these inspections the Technician often reports items being deficient which are then repaired or scheduled to be repaired as schedules permit. These additional repairs will be reported to the customer department by the Fleet Support/Services Specialist and an estimated time of returning the vehicle or equipment to service will be given.

When the repair involves the purchase of parts not stocked by either Fleet Management or by private parts vendors, the downtime can be several days. In any case, the Fleet Support/Services Specialist will communicate any delays to the customer department. If possible, a motor pool vehicle will be provided to the customer for periods of extended downtime.

Quality of Service

Quality of service for the above services is measured by feedback we receive from the customer departments and comeback reports from our computerized fleet management system. The Fleet Management Division will continually survey our customers to ascertain in greater detail where the subjective quality of service performance might be deficient and can be improved.

Cleanliness

The customer departments will be responsible for the cleanliness and general appearance of their assigned vehicles and equipment. Arrangements (except patrol vehicles) have been put in place with a local establishment if vehicle/equipment cannot be cleaned at their divisions' facility.

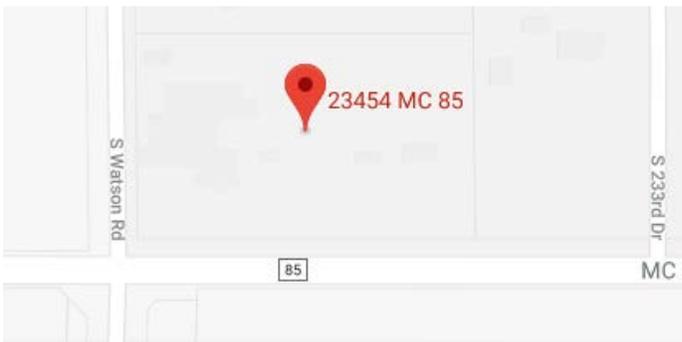
At this time Sombreros (Calvert's Shell) 501 S Main Street is the car wash facilities that has a current agreement in place with the City of Buckeye for cars and light trucks: Please use following procedure:

- a. See cashier
- b. Show City ID
- c. Sign Log Sheet with name and vehicle number
- d. Submit signed receipt with GL Number to Finance

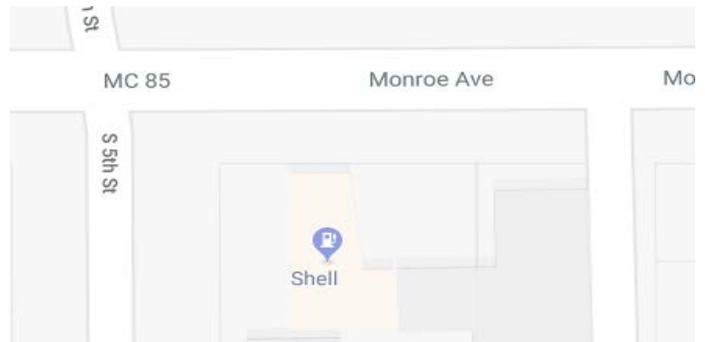
Fueling

- a. Fuel Key Procedure
 - a. New vehicle-fuel key will be assigned by fleet at time of delivery
 - b. AIMS System will be programed by fleet at time of delivery
 - c. Lost key, Issues with key or AIMS System – contact Fleet
- b. Fueling Location
 - a. Public Works Yard 23454 MC 85, Buckeye, AZ 85326
 - b. Hours of Operation – 24 hours, 7 days a week
 - c. City Badge needed to gain access to Fuel Facility
- c. Alternate Fuel Site
 - a. When notified by Fleet Management that the City Yard is not operational use Sombrero (Calvert) Shell located at 501 S Main Street. Please use following procedure:
 - i. See cashier
 - ii. Show City ID
 - iii. Sign Log Sheet with name and vehicle number
 - iv. Submit signed receipt with GL Number to Finance

PUBLIC WORKS YARD



CALVERT SHELL



CHARGES FOR SERVICES AND BILLING

Charges for Services

Fleet Management is a **Service Operation** which means that the fleet is ultimately owned by the City and delegated operations to each departments and are all maintained by Fleet. Maintenance/Repairs on vehicles and equipment on the fleet asset list are provided to the non-enterprise departments at no costs except for capitalization and accident/damage repairs. Enterprise departments such as Airport, HURF, Water, Sewer, Solid Waste, and others, will be responsible to provide the funding for all parts and materials. Fleet has in place an accounting structure that addresses costs by activity. For Activity Based Costing are labor rate is at \$82.92 per hour. It also addresses costs from the operation, maintenance, and depreciation of each fleet unit. All fuel costs are billed directly to the vehicle and forwarded to corresponding departments.

Motor Pool Rental Rate

At this time there is no rental rate but the customer is responsible for cost of fuel and that the unit is returned in clean condition. Fleet will create a rental rate for internal use and tracking of the costs of the motor pool for use in the future. For Activity Based Costing are Motor pool rate is at .27 cents per mile and \$20.00 per day.

Service Warranty

All services provided by the Fleet Management Division shall be performed at a level equal to prevailing industry standards. Work that is not completed to the satisfaction of the client will be redone with no additional cost to customer and all efforts will be made to minimize the inconvenience to the customer.

REPLACEMENT OF ASSETS

Replacement Policy

All assigned vehicles acquired and maintained by the City of Buckeye are targeted for replacement according to a useful life replacement policy guideline adopted by the City. The guideline is based on the actual experience of the fleet and is used as a basis for developing financial policy, and planning departmental transportation requirements. The vehicle replacement fund does not include the vehicles/equipment that were obtained through Forfeiture, Municipalities and Defense Reutilization and Marketing Office (DRMO). The schedule uses time and/or mileage guidelines and targets replacement funding needed for the annual budget. Enterprise departments such as, Airport, Sewer, Environmental Services, Streets and Water will have their own account which will be transferred into the vehicle replacement fund when replacement is needed. Capital items such as computers, radios and specialty tools are not included in replacement costs. Departments should have a capital replacement fund for those items.

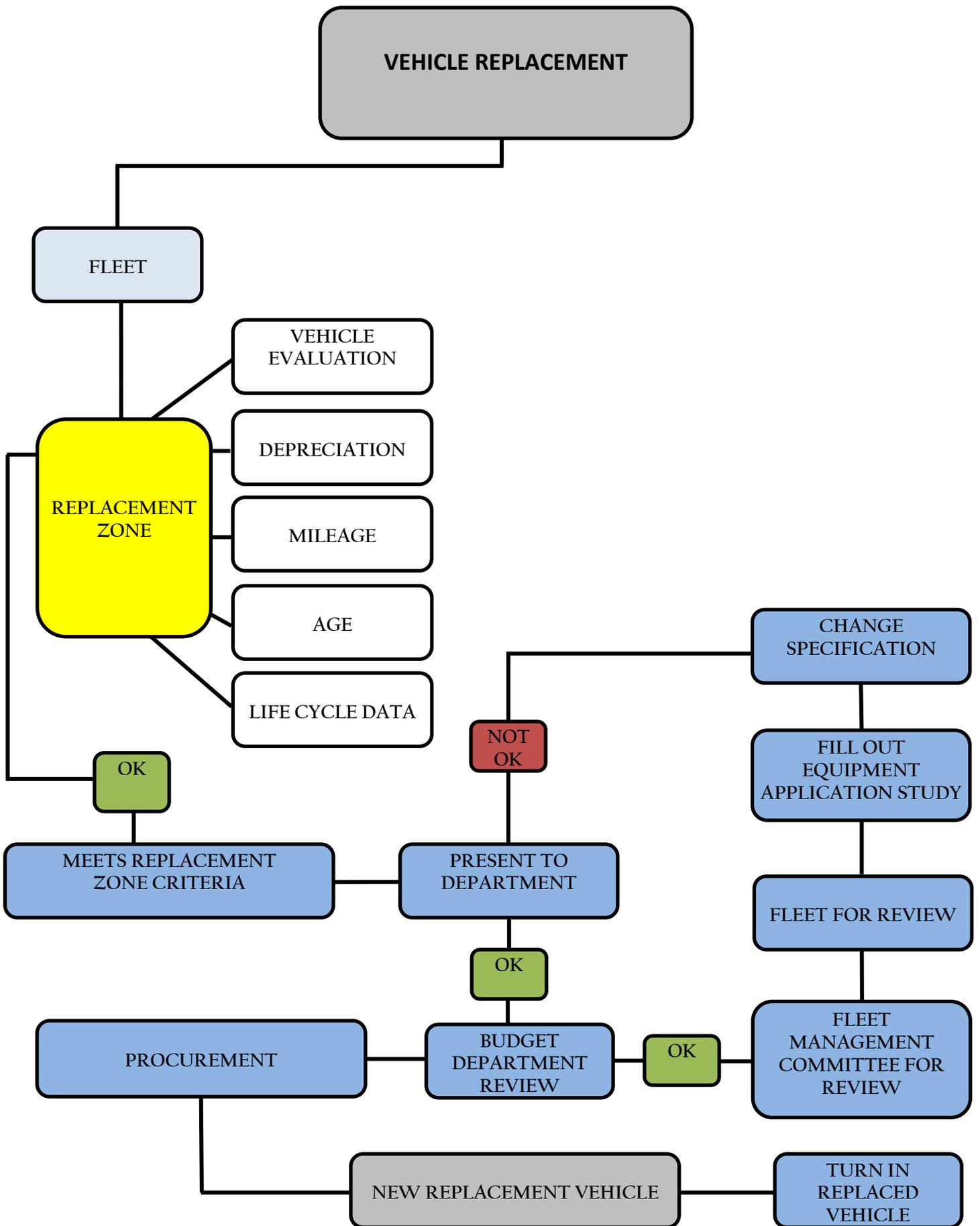
The long-term strategy of Fleet Management is to have a flat line replacement cycle. A fleet replacement fund is used for accumulating money necessary to replace vehicles/equipment at the beginning of their replacement zone. **The fleet replacement fund is used for the replacement of existing vehicles/equipment only.** Fleet Management is responsible for projecting the full depreciation costs of vehicles/equipment. Funding is based on the estimated replacement cost and the useful life (replacement zone) of each vehicle/equipment. Inflation is figured at 4% annually. What this means is that Fleet will project an annual "depreciation" rate for each vehicle when it is purchased, based on the vehicle's useful life and current replacement cost. As the vehicle approaches the end of its useful life, the vehicle will be considered for replacement.

In actual practice, Fleet Management will dispose of a vehicle any time a vehicle cannot be maintained as a safe reliable vehicle or if it is no longer economical to maintain it. As vehicles reach target miles or time for replacement, they receive a technical evaluation. If the evaluation proves the vehicle would be economical to retain for an additional year, the vehicle is retained. In some situations, it may be reassigned for the remainder of its life. It may then be retained in a needed capacity until a major repair bill looms or until the transportation need can be satisfied in another manner. In the end, some vehicles do not complete their useful life while others exceed it. Overall, these situations tend to balance out within a vehicle class and the class remains financially viable over the long term.

Vehicle Replacement Criteria

Criteria used in the management of the replacement program, are specific to each class of vehicle and equipment. It is stated as follows:

To establish an economical replacement time frame for the classes of vehicle by analyzing age, mileage, repair/maintenance data to be compared to depreciated value and to provide direction to departments on replacement policy, scheduling and funding procedures. Detailed information can be found in the Fleet Standard Operating Procedures. **See flow chart on following page.**



Acquisition of New Replacement Vehicles and Equipment

Whenever possible, vehicles are purchased through competitive bid processes per the City of Buckeye Procurement regulations (City Code Chapter 24) as more vehicles can be acquired at lower prices. Since larger agencies in Arizona have large purchase agreements for vehicles that the City can take advantage of through cooperative bidding clauses in those agreements (piggyback clauses), the City does not necessarily need to obtain its own bidding for vehicle purchases. These agency purchase agreements are sometimes known as "State Contracts"; however, since it is the goal of Fleet to also purchase the right vehicle, State Contracts are reviewed for applicability to fleet users who are due to receive new vehicle replacements. Each fiscal year the State Contract is assessed and orders are placed for the anticipated replacements identified in the replacement program.

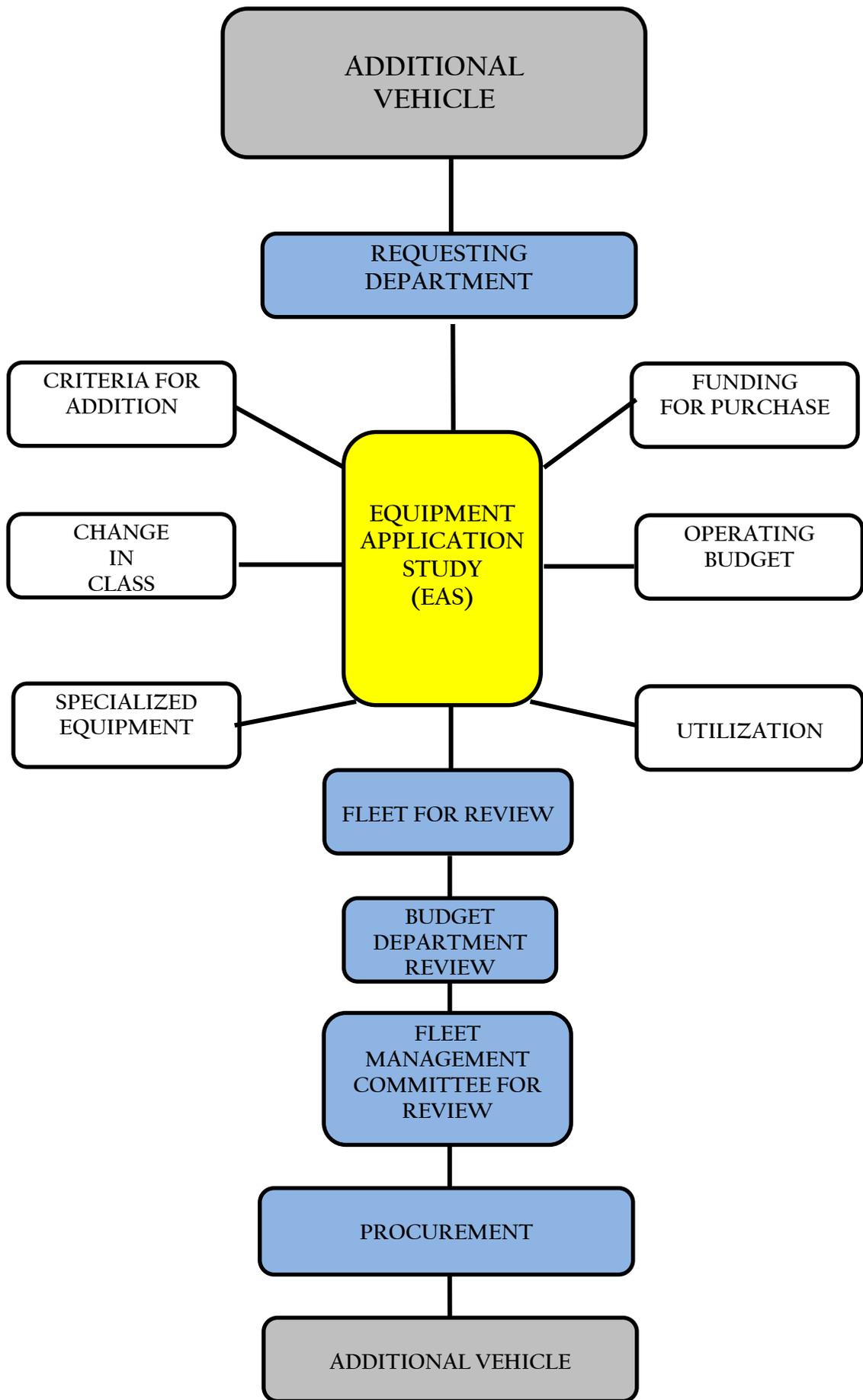
Fleet Management Division has the primary duty for the City of Buckeye to review all vehicles to be purchased, and evaluating their suitability and appropriateness for the intended job and their compatibility with the rest of the fleet, and balances those factors with the cost. Customer departments shall not purchase any vehicle without coordinating that purchase through Fleet.

Before the order is placed, however, discussions take place with the using department to determine any new vehicle requirements, such as anticipated driving conditions, carrying capacity, storage needs, fuel economy, and special equipment. It is the goal of Fleet to select the proper vehicle for the job, balancing purchase price, fuel economy, operation and maintenance requirements and the efficiencies resultant from developing a standardized fleet.

Once the replacement cycle is completed, the old vehicle is declared surplus and sold at auction or is disposed of by another method. Proceeds will be put into the Vehicle Replacement Fund. Enterprise departments such as, Airport, Sewer, Solid Waste, Streets and Water will have their own account which can be transferred into the vehicle replacement fund when replacement is needed. The proceeds from the sales of police forfeiture vehicles will be put into an account for the Police Department's needs minus the 20% that is owed to the County. Military surplus (Defense Reutilization and Marketing Office or DRMO) will also have their own fund account.

Purchase of Additional Vehicles and Equipment

A standard form must accompany all requests to the Fleet Management Division for vehicles and equipment that would increase the current size of the fleet. This form would indicate the Department Head and the City Manager have approved the addition. It will include the approved dollar amount for the purchase, the estimated annual utilization, fuel cost and additional funding provided to Fleet to maintain/repair, as well as the annual lease payments into the Vehicle Replacement Fund. When all approvals have been documented, Fleet will work with the requesting department in the development of specifications and purchase of the new vehicle requirement.



VEHICLE/ EQUIPMENT ADDITION-REPLACEMENT APPLICATION (EAS)

CONTACT _____ DATE _____
 DEPARTMENT _____ NAME _____
 DIVISION _____ PHONE # _____
 ADDITION EMAIL _____
 OR
 REPLACEMENT OPERATOR NAME _____
 CONTACT INFO _____

ALTERNATE FUEL YES NO

VEHICLE # AND DESCRIPTION OF VEHICLE BEING REPLACED _____

DESCRIPTION OF VEHICLE BEING ADDED _____

SPECIFICATION CHANGE YES NO

EXPLAIN _____

PROJECTED ANNUAL USAGE

TAKE HOME YES NO REASON _____

ADDITIONAL GL# _____

OR

REPLACEMENT GL# _____

MAINTENANCE GL# _____

SPECIAL EQUIPMENT

COMPUTER <input type="checkbox"/>	EMERGENCY LIGHTING	
PRINTER <input type="checkbox"/>	4 CORNER STROBES	<input type="checkbox"/>
COMPUTER STAND <input type="checkbox"/>	MINI LIGHT BAR	<input type="checkbox"/>
PRINTER STAND <input type="checkbox"/>	LIGHT BAR	<input type="checkbox"/>
RADIO <input type="checkbox"/>	SUPERVISOR BAR	<input type="checkbox"/>
GPS <input type="checkbox"/>	LED LIGHT STRIP	<input type="checkbox"/>
BEDLINER <input type="checkbox"/>	SPOT LIGHT	<input type="checkbox"/>
BED COVER <input type="checkbox"/>	BACK UP ALARM	<input type="checkbox"/>
WATER JUG/HOLDER <input type="checkbox"/>	OTHER- PLEASE DESCRIBE _____	

TOOLBOX

CROSSBOX

SIDE BOX WHICH SIDE _____

OTHER-PLEASE DESCRIBE _____

FOR FLEET COMMENTS ONLY	
VEHICLE CLASS #	SAME <input type="checkbox"/> NEW <input type="checkbox"/> IF NEW, WHY _____
ESTIMATED PURCHASE PRICE	_____
ESTIMATED LIFE CYCLE	_____
LIFE CYCLE COST ON MAINTENANCE ANNUALY	_____
RECYCLED AFTER FIRST LIFE CYCLE?	YES <input type="checkbox"/> NO <input type="checkbox"/>
AUCTION	YES <input type="checkbox"/> NO <input type="checkbox"/>
FLEET UTILIZATION MANAGEMENT COMMITTEE EVALUATION	
DATE	_____
CONCUR WITH VEHICLE REQUEST?	YES <input type="checkbox"/> NO <input type="checkbox"/> IF NO, WHY NOT _____
DISTRIBUTION	
VEHICLE MASTER JACKET	YES <input type="checkbox"/> NO <input type="checkbox"/>
USER DEPARTMENT	_____
FLEET MANAGEMENT	_____
PURCHASING	_____
BUDGET	_____
DEPARTMENT MANAGER	_____
PROCUREMENT	_____

ADMINISTRATION

Departmental Coordinators

Each department should assign a coordinator or contact person for the fleet (contact person for larger departments should already be on Fleet Management Committee). These coordinators will provide all directional decisions with regard to management of the fleet and will be the main point of contact for the Fleet Management Division. They may choose to delegate other duties such as requests for service reminders, arrival of new vehicles, damage report requests (accident reports) and communicating parts and repair delays from Fleet Management Division.

The Fleet Management Division contact will be the Fleet Manager for new vehicle programs, disposal of surplus vehicles, and all policy matters. The Fleet Management Superintendent will back up the Fleet Manager and manage the day-to-day servicing of the fleet.

Responsibilities of the Customer Department

Submission of Mileage Reports

The Department shall submit monthly vehicle mileage reports to the Fleet Management Division before the first day of each month. The Fleet Management Analyst will send reminders, including a spreadsheet attachment so that all vehicle mileage within a department can be entered into one location and easily transmitted back to Fleet.

Vehicle Malfunction Reporting

The Department shall report vehicle malfunctions and other needed repairs to the Fleet Management Division as soon as practical following notice of such condition. Failure to do so, could result in compounding the malfunction so that a minor repair could develop into a major repair, or even compromise the safety of the vehicle and its operator and passengers.

Operator Training

The Department shall review departmental programs for operator training so that Fleet may contribute their expertise and suggestions for developing operator training programs for employees of the department.

Vehicle Damage and Abuse

The Department shall take appropriate steps to minimize the damage abuse of vehicles and equipment. The Department shall report all actions taken on the reporting of damage or abuse of vehicles, such as placing the course of action in the employee's file and sending a copy to the Fleet Management Division. Abuse also includes noncompliance with Preventive Maintenance Schedules.

Compliance with PM Scheduling

All departments are directed by the City Manager's Office to comply with PM schedules as published by Fleet Management. Failure to comply with PM Program requirements may result in a special hearing with the Fleet Management Committee. A well-managed fleet operation should be in the PM business, not the repair business.

The customer departments shall comply with all Preventive Maintenance (PM) scheduling requests of the Fleet Management Division. Vehicles will be delivered in a timely fashion so that service schedules can be kept. As with the section on Vehicle Malfunction Reporting, keeping PM schedules will result in the longest possible life of the City's fleet. Failure to maintain a proper PM schedule could result in the compromise of the safety of the vehicle and its operator and passengers.

Service Level Agreement Implementation

In order for this Service Level Agreement to be effective, the city department directors are requested to participate by acknowledging and implementing this agreement within their individual department.