



## ADMINISTRATIVE DIRECTIVE

<b>VEHICLE REPAIR AND SERVICING</b>	NUMBER <b>6.01-5</b>	PAGE <b>1 of 4</b>
	EFFECTIVE DATE <b>November 14, 2016</b>	

### I. PURPOSE

To establish procedures for repair and servicing of City-owned vehicles by the Fleet Services Division (Fleet) of the Environmental and General Services Department (EGSD) at the Thomas O. Price Service Center (TOPSC).

### II. POLICY

It is the responsibility of Fleet to maintain City vehicles and equipment in good working order and to ensure that they conform to specified conditions or functions and safety standards.

### III. DEFINITIONS

A. **Repairs** – All non-routine mechanical maintenance work (scheduled or unscheduled) that is necessary to maintain vehicles and equipment in good working order.

B. **Service** – Routine equipment maintenance, including the repair and replacement of tires, lubrication, oil changes, service or replacement of batteries, and ancillary non-mechanical activities required to maintain the fleet in good working order.

### IV. GENERAL

This directive provides procedures that are applicable for repair and servicing of City-owned vehicles and equipment at TOPSC. Limited field repairs are also provided from roving service trucks. Vehicles and equipment serviced and repaired by Fleet include, but are not limited to, all motorcycles, passenger vehicles, trucks, vans, refuse trucks, construction and earthmoving equipment, street maintenance, and certain other specialized equipment. The following are not included: Fire Department medical and fire response units, Sun Tran and Sun Van equipment, certain Sun Link equipment, certain Water Department construction equipment, certain Tucson Convention Center and Golf equipment, and Parks and Recreation off-road equipment.

### V. PROCEDURES

#### A. **Vehicles Requiring Repair or Service within the Metropolitan Tucson Area**

1. Operators of vehicles and equipment can report to either TOPSC Fleet Control (Building #3) for repairs or Tire/Lube Shop (Building #5) for preventive maintenance (PM) or tire repairs. TOPSC can be entered through the East Gate off of Park Avenue 24 hours a day, seven days a week.

a. For vehicles unable to be driven to TOPSC, the vehicle operator must contact Fleet Control at 791-3196 during normal business hours or contact 791-4144 after hours and request assistance.





## ADMINISTRATIVE DIRECTIVE

<b>VEHICLE REPAIR AND SERVICING</b>	NUMBER	PAGE
	<b>6.01-5</b>	<b>3 of 4</b>
EFFECTIVE DATE		
<b>November 22, 2016</b>		

2. If a City-owned vehicle is used for out-of-town travel, Fleet recommends bringing the vehicle in for a trip check prior to travel. Contact Fleet Control at 791-3196 to schedule the trip check at least 3 days in advance of travel .

### **C. Vehicles Requiring Mechanical Assistance Outside the Metropolitan Tucson Area**

1. When mechanical assistance is required for a City-owned vehicle outside of the metropolitan Tucson area, the vehicle operator must contact Fleet Control at 791-3196 during normal business hours or contact 791-4144 after hours and request assistance.
  - a. The vehicle operator may be instructed to drive the vehicle to an authorized repair facility or wait for a tow company to transport the vehicle.
  - b. When mechanical assistance is required for a City-owned vehicle traveling in Mexico with Mexican Insurance, the vehicle operator must contact the Insurance Company first and update Fleet Control on the vehicle status.

### **D. Repairs**

1. Fleet Control shall maintain complete and current information concerning vehicle/equipment status and all questions regarding vehicle status shall be handled through Fleet Control at 791-3196.
2. Time estimates for repairs and equipment priorities will be the basis for scheduling repair work. Equipment requiring only preventive maintenance service (lube and oil) will normally be handled on a first-come, first-served basis.

### **E. Operator Damage**

1. Any and all damage to vehicles shall be reported consistent with OSHM H-004 Accident reporting Procedure.
2. Fleet will not undertake any repairs to the vehicle until a completed Form 103 Incident (event) Reporting Form is submitted.



ADMINISTRATIVE DIRECTIVE

<b>VEHICLE REPAIR AND SERVICING</b>	NUMBER	PAGE
	<b>6.01-5</b>	<b>4 of 4</b>
	EFFECTIVE DATE	
<b>November 22, 2016</b>		

**F. Key Control**

The vehicle keys shall normally remain with the operator. Fleet maintains its own set of keys. If a vehicle requires towing, the operator shall give his/her keys to the tow vehicle operator who will turn them in to Fleet Services. The operator keys will be retained at Fleet Control and can be picked up when the vehicle has been repaired.

**G. Motor Pool Vehicles**

Certain fleet vehicles allocated to a motor pool can be used by City employees when their vehicles require lengthy repairs and no substitute vehicle exists within their departments or offices. Contact Fleet Control for availability at 791-3196.

**H. Release of Vehicles**

Vehicles and equipment left for repairs or service will not be removed from the Fleet parking area unless:

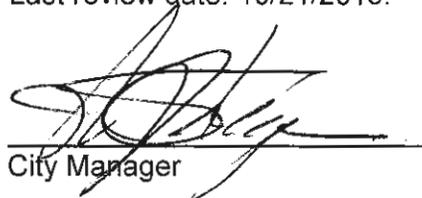
1. Repairs and service have been completed. At that time, the responsible party will be notified at the telephone number or email address provided by the vehicle operator on the VDR or responsible department representative as indicated on the vehicle or equipment record. These vehicles will be parked and locked on the ready line.
2. Fleet Control has authorized the release (for example, waiting for parts and the vehicle or equipment is not a safety hazard).

**Appendices**                      Vehicle Discrepancy Report

**References**                        None

**Review Responsibility and Frequency**      The Environmental & General Services Department Director will review this Administrative Directive annually, based on date of publication. Last review date: 10/21/2015.

**Authorized**

  
 \_\_\_\_\_  
 City Manager

12/14/16  
 \_\_\_\_\_  
 Date

Michael Ortega



## VEHICLE DISCREPANCY REPORT

Unit Number: \_\_\_\_\_ Miles/Hours: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Operator Name: \_\_\_\_\_ Supervisor Name: \_\_\_\_\_

CONTACT BY PHONE WHEN VEHICLE READY? Yes  No

Department Contact Name \_\_\_\_\_ Phone Number: \_\_\_\_\_

How about if an e-mail

Work Order number: \_\_\_\_\_ Service Writer Number: \_\_\_\_\_ ? \_\_\_\_\_

Breakdown  Accident  Damage in Operation

Possible Repeat: \_\_\_\_\_ P.M. Due: \_\_\_\_\_ Type: \_\_\_\_\_ Emissions Due: \_\_\_\_\_

Environmental Services only – Is Truck Loaded Yes  No  Unit Towed: \_\_\_\_\_

Vehicle Discrepancies: \_\_\_\_\_

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Customer signature: \_\_\_\_\_