

FLEET OPERATION AND MAINTENANCE

Date Issued: July 25, 2022

Mandated by: Administration

Current Revision: July 25, 2022

Cross Reference:

- Fleet Operation and Maintenance Procedure GEN-045-A
- SAF-028-A Defective Equipment and Hazardous Energy Policy & Procedure
- SAF-600-A – Health & Safety and Environmental Inspections & Audits
- SAF-100-A - Professional Development & Competency
- Province of Alberta Traffic Safety Act
- SAF-400-A Fit and Present for Duty Policy
- Alberta Occupational Health & Safety (OH&S) Code Part 19 Powered Mobile Equipment

Next Review: January 1, 2027

Responsibility: Director, Fleet, Facilities & Engineering

1. PURPOSE

- 1.1 In collaboration with Vehicle and Equipment Operators in user departments, Fleet Services strives to ensure that all City of Fort Saskatchewan Vehicles and Equipment are maintained for safety and productivity according to applicable legislation, operational best practices, as well as policies and procedures. The work performed by Fleet Services assists in the user departments' ability to provide safe, reliable service delivery of their programs and maximizes the life and value of Vehicles and Equipment for the City.
- 1.2 Fleet Services provides information and guidance relating to fleet vehicles and equipment, performs preventative maintenance, repairs and CVIP inspections to fleet vehicles and equipment as required. Fleet Services procures and provides fuel and ensures operation of the fueling system for the City.

2. POLICY

- 2.1 The City will ensure mandated preventative maintenance and repairs of the City Fleet of Vehicles and Equipment are performed to allow for safe operation and endeavor to provide timely delivery of services.

- 2.2 The City recognizes its obligation as a commercial fleet operator to maintain motor Vehicles and Equipment, provide tools for safe Fleet operation and have policies and procedures related to Fleet maintenance and operation, in accordance with legislated requirements to ensure adherence.
- 2.3 All Operators using Equipment and Vehicles must be adequately trained in the use and proper operation of said Equipment and Vehicles. Operators must be deemed competent to satisfy occupational health and safety requirements during Equipment use, supervision or management; this includes adhering to manufacturer's operational manuals, Province of Alberta Traffic Safety Act and the Alberta Occupational Health & Safety (OH&S) Code.
- 2.4 Operators are required to participate in the care of the Fleet by ensuring Vehicles and Equipment are kept clean, performing pre-use and post-use inspections, ensuring fluid levels are within prescribed tolerance and lubricating as required in the manufacturers' operator manuals for operator lubrication schedules.
- 2.5 Operators are required to report to their supervisor, and Fleet Services any incidents, damages or repairs required and tag out/lock out any damaged vehicles or equipment. Fleet Services will be provided with copies of preliminary and completed equipment related Incident Reports in order to track repeat issues with Equipment for review at end of life replacement.

3. DEFINITIONS

- 3.1 *City* – means the municipal corporation of the City of Fort Saskatchewan.
- 3.2 *CVIP* – means the Commercial Vehicle Inspection Program, being a Government of Alberta program to ensure commercial vehicles are maintained in accordance with Alberta Transportation requirements.
- 3.3 *Equipment* – means any powered or non-powered device or attachment that is not required to be licensed under the Province of Alberta Traffic Safety Act.
- 3.4 *Fleet* – means a group of Vehicles and mobile Equipment, engaged in the same activity, or under the same ownership.
- 3.5 *Operator* – means a person deemed competent by a Trainer designated by the Employer. The operator is trained to safely operate the Equipment and is knowledgeable of the operations manual.
- 3.6 *Trainer* – means a person approved by the Operating Department Manager who is deemed competent in the operation of the same or similar piece of Equipment to provide direct supervision and train other Operators.
- 3.7 *Vehicle* – means any powered mobile device that is used for transport and is required to be licensed under the Province of Alberta Traffic Safety Act.

4. GUIDING PRINCIPLES

- 4.1 An Administrative Procedure outlining services provided, minimum service levels, maintenance and operation responsibilities and reporting requirements support this policy.
- 4.2 The associated Administrative Procedure shall be followed to ensure that all Vehicles and Equipment are inspected on a regular basis, kept clean and maintained and operated in accordance to legislative requirements, manufacturer's recommendations and best practices.

5. AUTHORITY / RESPONSIBILITY TO IMPLEMENT

The Director, Fleet, Facilities and Engineering is authorized to establish procedures for the implementation of this Policy which are consistent with the governing principles.

Janel Smith-Duguid

Acting City Manager

FLEET OPERATIONS AND MAINTENANCE

Date Issued: July 25, 2022

Responsibility: Director, Fleet, Facilities & Engineering Services

Current Revision: November 15, 2023

Cross Reference:

- Fleet Operation and Maintenance Policy GEN-045-A
 - SAF-028-A Defective Equipment and Hazardous Energy Policy & Procedure
 - SAF-500-A – Health & Safety and Environmental Inspections & Audits
 - SAF100A - Professional Development & Competency – *not published yet*
 - SAF 100A – HSE Training & Competency – *not published yet*
 - Province of Alberta Traffic Safety Act
 - SAF-400A Fit and Present for Duty Policy
 - Occupational Health and Safety (OH&S) Code Part 19 Powered Mobile Equipment
 - SAF-600-A Incident Reporting and Investigation Policy and Procedure
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1.0 PURPOSE

In collaboration with vehicle and equipment Operators in user departments, Fleet Services strives to ensure that all City of Fort Saskatchewan vehicles and equipment are maintained for safety and productivity according to legislation, owner's manuals, best practices and procedures for the industry. The work performed by Fleet Services results in safe, reliable service delivery of their programs and maximizes the life and value of vehicles and equipment for the City.

Fleet Services provides information and guidance relating to fleet vehicles and equipment, performs inspections (including CVIP), preventative maintenance and repairs to fleet vehicles and equipment as required. Fleet Services procures fuel and lubricants and ensures operation of the fueling system for the City.

2.0 DEFINITIONS

- 2.1 *City* – The City of Fort Saskatchewan.
- 2.2 *CVIP* – Commercial Vehicle Inspection Program. A Government of Alberta program to ensure commercial vehicles are maintained in accordance with Alberta Transportation requirements.
- 2.3 *Damage* –breakage or loss of functionality occurring outside of typical usage (eg: dents or vandalism).
- 2.4 *Equipment* – Any powered or non-powered device or attachment that is not required to be licensed under the Province of Alberta Traffic Safety Act.
- 2.5 *ETOR* –Estimated time of repair. Date and/or time of expected completion of a Work Order or task.
- 2.6 *Fleet* - a group of mobile equipment, engaged in the same activity, or under the same ownership.
- 2.7 *Incident* – an undesired event that caused, or has potential to cause loss (injury or damage) to a person, property or the environment.
- 2.8 *Inspection Reports* – reports that are required by the City, or Alberta Transportation requirements.
- 2.9 *Job Costing and Scheduling System* – software that is utilized by the City to input data and retrieve information in the form of reports, etc.
- 2.10 *Manufacturer's Specifications* – written specifications, instructions or recommendations of the manufacturer of equipment that describes how the equipment is to be used, started, operated, handled, stored, maintained and repaired. Includes manufacturer's instructions, operating or maintenance manual or drawings for the equipment.
- 2.11 *Operating Department* – The City department who assigns an Operator to a fleet vehicle and/or piece of equipment.
- 2.12 *Operator* – A person authorized to operate equipment by the employer and deemed competent by a competent worker designated by the Employer. The Operator is trained to safely operate the equipment and is knowledgeable of the operations manual.
- 2.13 *Preventative/Planned Maintenance (Service)* – Work performed on vehicles or equipment at scheduled intervals of time or mileage in order to monitor and sustain proper operational conditions (eg: oil changes or seasonal tire exchanges).
- 2.14 *Repair* – the correction of a deficiency occurred during intended use or function that has occurred during intended use of a City vehicle or equipment.

- 2.15 *Trainer* – a person approved by the Operating Department Manager who is deemed competent in the operation of the same or similar piece of equipment to provide direct supervision and train other Operators.
- 2.16 *Unit* - An identification number assigned by Fleet Services to City vehicles and equipment.
- 2.17 *Vehicle* – Any powered mobile device that is used for transport and is required to be licensed under the Province of Alberta Traffic Safety Act.
- 2.18 *Wear Items* – Items affixed to vehicles or equipment for the purpose of absorbing the wear and tear of operations (eg: plow blades or sweeper brooms).
- 2.19 *Work Order* – formal request made to Fleet Services for services performed on vehicles or equipment using City provided software (eg: the job costing and scheduling system).

3.0 PROCEDURES

3.1 DAILY INSPECTIONS

- a) Fleet Services staff will work in conjunction with operating departments to develop individualized vehicle or equipment daily inspection requirements. *See Appendix A Daily Inspection Requirements.*
- b) Operators are responsible for ensuring that a daily inspection has been performed on all equipment or vehicles they are assigned to use that day.
 - i) Vehicles or equipment may be operated by multiple staff or departments on the same day or shift. Each subsequent Operator is responsible for performing a secondary visual inspection on that vehicle or equipment prior to operating.
- c) Methods of recording and storing daily inspections will be approved by the Fleet Services and operating departments, and must adhere to any applicable Alberta Transportation requirements.
 - i) Inspection Reports maintained electronically will be accessible to operating departments, Fleet Services, and City Health and Safety staff. The operating department Foreman is responsible for filing reports electronically by unit number in the Health and Safety folder, Infrastructure and Planning, Fleet, Facilities & Engineering, Fleet Services, Equipment Inspections.
 - ii) The operating department Foreman is responsible for submitting the hard copy book to Fleet Services of all completed daily inspection log books for any vehicle requiring a CVIP as per legislation.
- d) Daily inspection requirements will adhere to the standards set out by vehicle or equipment Manufacturer's specifications.

- i) Fleet Services and operating departments may enhance any Manufacturer specification inspection requirements to adhere to Provincial, City or departmental requirements.
- e) Operating department Foreman will review daily inspection reports within five working days of submission, excepting reported conditions where immediate attention is required (refer to SAF 028-A Defective Equipment and Hazardous Energy Policy & Procedure - Lock Out - Tag Out).
 - i) The operating department Foreman or designate is responsible for creating a Work Order to report any vehicle or equipment deficiencies related to repair or damage. The operating department Foreman will create one Work Order per deficient unit. Multiple different requirements on a given unit may be submitted in one Work Order.

3.2 GENERAL STANDARDS

- a) Fleet Services will be responsible for supplying the following:
 - i) Stock of all appropriate fluids including but not limited to: fuel, wiper fluid, lubrication oils, hydraulic fluids, and DEF fluid.
 - a. Stocked fluids used by Operators to maintain vehicles will be accessible at all times.
- b) Appropriate Vehicle documentation including, but not limited to:
 - a. Vehicle registrations when applicable by Provincial regulations
 - b. City insurance documentation when appropriate
 - c. Yearly Provincial inspection paperwork (eg: CVIP)
- c) Vehicle safety equipment supplied by Fleet Services includes but is not limited to: vehicle or equipment first aid supplies and fire extinguishers.
- d) Vehicle and equipment fuel tanks will be kept at a minimum fill level of 50% of capacity. This ensures all equipment can be called into service in an emergency situation, and prevents condensation from forming in tanks.
 - i) All vehicles or equipment under current operation will be refueled a minimum of once in every seven (7) day period regardless of fuel level in tank when in service. This ensures that vehicles and equipment preventative maintenance tracking data is accurate. It will also ensure that the appropriate treated fuel for weather conditions is in place.
 - ii) The operating department Foreman will be responsible for ensuring vehicles and equipment assigned to their department are adhering to refueling schedules.
 - iii) Vehicles or equipment stored during periods of non-operation will have tanks filled to 100% capacity before being parked by the Operator or Equipment Services, depending on who is parking the equipment.
- e) Vehicles or equipment in the shop for service are officially **OUT OF SERVICE** unless Equipment Services staff notify otherwise. Staff may not tamper with or remove vehicles or equipment from the shop that are in for repairs or service.

- f) Vehicle and equipment preventative/planned maintenance tracking requires accurate and up to date mileage and/or hour meter data. This data will be collected during the re-fueling of vehicles and equipment via City provided fueling systems.
 - i) Operator's input the hours or mileage into the fuel pump system as they fuel vehicles or equipment.
 - ii) A mileage and/or hour meter report is generated from the fuel pump system and is manually entered into the preventative/planned maintenance tracking system a minimum of once per regularly scheduled work day by the Clerk II – Job Costing.
 - iii) The information that is manually inputted into the preventative/planned maintenance tracking system will then generate Work Orders for vehicle/equipment maintenance based on the mileage and/or hours.
- g) From October 31st to May 30th annually (weather dependent). Fleet Services will provide on-call mechanic service for emergency repair support.
 - i) Schedules and any subsequent changes to the schedule will be provided for all department Foremen.
- h) Operators using equipment and vehicles must be adequately trained and deemed competent to ensure health and safety in its use, supervision or management. This includes adhering to Manufacturer's Specifications, Province of Alberta Traffic Safety Act and Part 19 of the Alberta Occupational Health & Safety (OH&S) Code.
- i) Not all powered mobile equipment will be the responsibility of Fleet Services to maintain. Exceptions to these classifications will be identified by both Fleet Services and the operating departments. Examples of equipment Fleet Services is not responsible for may include but are not limited to:
 - i) Line trimmers
 - ii) Push lawn mowers
 - iii) Leaf blowers
 - iv) Power tools
- j) All keys and remote fobs will be submitted to Fleet Services when a vehicle or equipment is brought in for servicing. Remote fobs engaged during a repair may create a safety hazard for mechanics and for lock out/tag out procedures.
- k) All safety devices and protective mechanisms must be installed and utilized on vehicles and equipment before operating.

3.3 WEAR ITEMS FOR VEHICLES OR EQUIPMENT

- a) Fleet Services to determine appropriate benchmarks for the monitoring and replacement of wear items for new equipment. *See Appendix B Wear Items.*
- b) Fleet Services will review and provide input if required to the operating departments to develop manuals regarding replacement of wear items.

- c) Operating departments will be responsible for procuring and maintaining appropriate levels of wear items for the equipment and vehicles they operate.
- d) Operating departments will be responsible for the ordering and replacement of all wear items used on the vehicles or equipment utilized by their staff.
 - i) The replacement of some wear items may be beyond the capacity of operating departments to perform. These specific exceptions will be determined in conjunction with Fleet Services and the operating departments.

3.4 RENTAL VEHICLES AND EQUIPMENT

- a) Rental equipment that does not require repair and/or maintenance support from Fleet Services may be arranged by any operating department.
 - i) Refueling will be supported through City provided fuel systems.
- b) Rental equipment or vehicles arranged by other departments will be inspected by Fleet Services staff before being put into operation for rentals exceeding 7 days.
- c) Fleet Services reserves the right to reject any rental equipment that it deems unfit for operation.
- d) Fleet Services support for rental vehicles/equipment outside of 3.4 a) may include but is not limited to:
 - i) Preventative or planned maintenance
 - ii) Service for repairs to vehicles or equipment
 - iii) Service for damages to vehicles or equipment
 - iv) Replacement of wear items for vehicles or equipment as outlined in 3.3 d)
- e) Any rental vehicles or equipment that will require repair and/or maintenance support from Fleet Services will be requested to and ordered by Fleet Services.
 - i) Equipment received is inspected for safety conditions.
 - ii) Equipment received is in proper working order (eg: tires not worn)
 - iii) The City is receiving the best value
 - iv) Service/parts support following the purchase is accessible
- f) Requests for rental vehicles or equipment will be submitted in writing to the Manager of Fleet Services.
- g) Fleet Services will coordinate rentals, whenever possible, for City vehicles or equipment that are out of service for repairs or damage for longer than:
 - i) 7 working days for vehicles or equipment equal to or greater than 3 tons.
 - ii) or when deemed imminent need due to operational priorities or mandates.
- h) Costs relating to rental vehicles or equipment outside of repair replacements will be covered by the requesting operating department, except for approved annual rentals within the existing program.

3.5 USE OF CITY OWNED SUMMER VEHICLES

- a) Fleet Services has undertaken an initiative to retain some vehicles (dependent on condition) that would normally have been traded in as part of the Mobile Equipment Reserve vehicle replacement program. This efficiency results in a savings by utilizing these vehicles during the peak summer season instead of renting units from an outside supplier.
 - i) These units for use are available from May 1st to August 31st annually
 - ii) Fleet Services will consult annually for the user department requirements
 - iii) Additional externally sourced rental requirements and externally sourced rentals outside of the available period (April 1st to September 30th for Fleet owned summer rentals)) will be at the expense of the requesting department. Extenuating circumstance requests will be reviewed on a case by case basis and approved by the Manager of Fleet and Facilities Services.

3.6 SCHEDULING AND COMMUNICATIONS ABOUT VEHICLES OR EQUIPMENT SERVICE BOOKINGS

- a) All requests to Fleet Services to address servicing of City owned or rented vehicles and equipment should be communicated via Work Orders except in the following circumstances:
 - i) Need for Fleet Services staff is imminent due to dangerous situations. In this case contact with Fleet Services may be done in person, via radio or via phone by the operating department Foreman.
 - ii) Individual reporting unable to access their Foreman or any method of submitting a Work Order (eg: in the field) will contact the Fleet Clerk via phone or radio. Reporting individual will clearly indicate the need for a Work Order to be completed. The information supplied to the Fleet Clerk will include:
 - a. Operator's name
 - b. Unit number
 - c. Location
 - d. Detailed description of the issue
- b) Fleet Services will provide a minimum of two working days' advance notice via e-mail to the operating department's Foremen when requesting vehicles or equipment be brought in for service with the following exceptions:
 - i) Vehicles or equipment identified as "tagged out of service" may be brought in for service any time after a Work Order has been submitted.
 - ii) Vehicle or equipment deficiencies that may impede safe operations may be called in for service any time after a Work Order has been submitted.
 - iii) Correction of a deficiency believed to be minor or requiring a small amount of time (eg: replacement of wiper blade) may be completed sooner than two working days if the operating department is able to bring in the unit upon Fleet Services request.
 - iv) Fleet Services and the operating department(s) are all in agreeance that any service may occur sooner if it is compatible with all parties' operational needs.

- v) Preventative/planned maintenance appointments that require vehicles or equipment to be out of service for more than two working days (eg: CVIPs) will be made a minimum of five working days in advance
- c) Fleet Services requests for vehicles or equipment to be brought in for service will include an ETOR whenever possible.
- d) Operating departments will notify Fleet Services in writing five working days in advance when planned operations require particular vehicles or equipment to remain in operation (eg: planned sweeping program) or are required for training, etc.
- e) Fleet Services will strive to not impede departments' operational requirements when requesting vehicles or equipment for servicing.
- f) Fleet Services will maintain a schedule of planned service bookings for vehicles and equipment, and will make this accessible to all operating department foreman.
- g) Departments will comply with service requests made more than two days in advance unless:
 - i) Operating department Foreman consult with Fleet Services to determine alternate timeline
- h) Fleet Services staff may extend or alter an ETOR during servicing of a vehicle or equipment with the following conditions:
 - i) Updated ETORS will be communicated in writing in a timely manner.
 - ii) Updated ETORS will include details explaining the updates (eg: additional repair issues are identified, delays due to procurement of parts, etc.).
- i) Fleet services may, from time to time, identify particular or specific portions or vehicles or equipment that require enhanced washing in preparation for a repair or service. Operating departments will be requested in writing when these needs are identified.
- j) Fleet services will communicate in writing when vehicles or equipment are returned to service.
 - i) If any deficiencies remain that do not impede the continued safe operation of the vehicle or equipment it will be indicated in this communication.
- k) Fleet Services may require vehicles or equipment be accompanied by one or more attachments, or attachments requiring repair be accompanied by vehicles or equipment that can power them.
 - i) Fleet Services will include the need for these requests in the initial communication when booking the vehicles or equipment in for service.
 - ii) Operating departments will be responsible for supplying any required attachments in order to service or repair a vehicle or piece of equipment (eg: truck and sander).

- l) Fleet Services staff will be available to assess repair or damage situations on site, should circumstances warrant this.
 - i) Fleet Services staff will endeavor to perform minor or quick service repairs on site, to minimize the impact on operations.
 - ii) Fleet Services staff reserve the right to have vehicles or equipment returned to the City shop site to complete services to vehicles or equipment due to safety or environmental concerns.

3.7 PREVENTATIVE/PLANNED MAINTENANCE

- a) All preventative/planned maintenance guidelines for City vehicles and equipment will meet or exceed the Manufacturer's specifications.
 - i) Fleet services may set standards that enhance the Manufacturers' minimum specifications for classes or individual items of vehicles or equipment. See *Appendix C Enhanced Preventative/Planned Maintenance Standards*
- b) Fleet Services will maintain records of all planned and preventative maintenance servicing.
 - i) Staff completing preventative/planned maintenance Work Orders will record details of work done during the preventative/planned maintenance for future reference and service tracking.
 - ii) Repairs or Damage discovered during a preventative/planned maintenance not previously identified will have a new Work Order created for the purpose of tracking the repair.
 - iii) Preventative/planned maintenance work that is completed through external contractors will have a record of the work performed attached to the Work Order for reference.
- c) Activities that may occur during preventative/planned maintenance service may include but are not limited to:
 - i) Replacement of oil, hydraulic or lubrication fluids
 - ii) Replacement of any vehicle or equipment filters
 - iii) Brake wear measurement
 - iv) Examination of interior and exterior of vehicles or equipment for repair or damage
 - v) Seasonal tire swap
 - vi) Drawing and submitting fluid samples for testing purposes
- d) When the City acquires new vehicles or equipment Fleet Service will create a preventative/planned service schedule and will enter it into the job costing and scheduling system.

3.8 VEHICLE OR EQUIPMENT REPAIRS

- a) Any City representative may request service for repair(s) on a City owned or rented vehicle or equipment.
 - i) Managers, Foreman, Lead hands, and members of the Fleet Services staff may create repair Work Orders.

- ii) Other City staff may request a Foreman or Lead Hand create repair Work Orders on their behalf.
- b) Information included in Work Orders will include but are not limited to:
 - i) Unit # of vehicle or equipment
 - ii) Detailed description of repair identified
 - iii) Description of circumstances when repair was identified (eg: occurs when driving over 40 km or occurs as soon as engine is engaged)
 - iv) Name of Operator that identified repair, if known.
 - v) Current location of vehicle or equipment
 - vi) Pictures of deficiency, when possible
 - vii) Statement of whether or not vehicle or equipment is still under current operation or if there is imminent risk (complete, immediate lock out/tag out) per SAF 028A Defective Equipment and Hazardous Energy Policy & Procedure
- c) All repair Work Orders will be reviewed by Fleet Services staff within one working day of submission.
- d) Assigning and prioritizing Work Orders will be the responsibility of Fleet Services Foreman. Repairs may be performed by Fleet Services staff and/or Contracted to an external party
- e) Fleet Services staff will continuously prioritize Work Orders based on, but not limited to, the following criteria:
 - i) Capacity of Fleet Services staff
 - ii) Operational priorities of external departments
 - iii) Current environmental or weather priorities
 - iv) Unexpected emergency priorities
- f) Fleet Services may return vehicles or equipment to service if repairs identified do not impede their safe working operation.
 - i) Vehicles or equipment returned to service before repairs completed will be identified in the Work Order and communicated in writing to the Foreman of the operating department and/or the creator of the Work Order.
- g) Fleet Services will maintain records of all vehicle and equipment repairs.
 - i) Fleet Services staff completing repair will record details of work done during the service for future reference and service tracking.
 - ii) Repairs completed through external contractors will have a record of the work performed attached to the Work Order for future reference.

3.9 VEHICLE OR EQUIPMENT DAMAGE

- a) Fleet Services Work Orders resulting from an Incident will be generated by the operating department Foremen or designate.
 - i) Incident reports will reference all related Work Order numbers for future tracking of costs and repairs

- ii) Copies of incident reports must be forwarded to Fleet Services Foremen once completed
- b) Fleet Services will maintain records of all vehicle and equipment damage corrections
 - i) Fleet Services staff will record details of work done during the correction of damage for future reference.
 - ii) Damage corrections completed through external contractors will have a record of the work performed attached to the Work Order for future reference
- c) Work Orders requesting corrections to damages will contain a minimum of the following details:
 - i) Unit # of vehicle or equipment
 - ii) Detailed description of damage identified
 - iii) Description of circumstances when damage was identified (eg: occurs when driving over 40 km or occurs as soon as engine is engaged)
 - iv) Name of operator that identified damage, if known
 - v) Current location of vehicle or equipment
 - vi) Pictures of damage, when possible
 - vii) Statement of whether or not vehicle or equipment is still under current operation or if there is imminent risk (complete, immediate lock out/tag out) per SAF 028A Defective Equipment and Hazardous Energy Policy & Procedure
 - viii) All damage Work Orders will be reviewed by Fleet Services staff within one working day of submission.
- d) All damage Work Orders will be reviewed by Fleet Services staff within one working day of submission.
- e) Assigning and prioritizing Work Orders will be the responsibility of Fleet Services Foreman
 - i) Fleet Services Foreman will collaborate with the Legislative Officer for Risk Management to determine if an insurance claim is required. If a claim is required the Legislative Officer for Risk Management will advise and Fleet Services will follow the protocol outlined by Risk Management (eg: Adjustor has to assess prior to repairing and obtaining quotes and approvals prior to repairing).
 - ii) Corrections to damage may be performed by Fleet Services staff and/or
 - iii) Contracted to an external party
- f) Fleet Services staff will continuously prioritize Work Orders based on, but not limited to, the following criteria:
 - i) Capacity of Fleet Services staff
 - ii) Operational priorities of external departments
 - iii) Current environmental or weather priorities
 - iv) Unexpected emergency priorities
- g) Fleet Services may return vehicles or equipment to service if damages identified do not impede their safe working operations.

- i) Vehicles or equipment returned to service before damages have been corrected will be identified in the Work Order and communicated in writing to the Foreman of the operating department and/or the creator of the Work Order.
- h) Fleet Services will maintain records of all vehicle and equipment damage
 - i) Fleet Services staff completing repair will record details of work done during the service for future reference and service tracking
 - ii) Repairs completed through external contractors will have a record of the work performed attached to the Work Order for future reference

3.10 FLEET SERVICES INSPECTIONS

- a) Fleet Services will be responsible for tracking and performing CVIP's required for City owned vehicles.
 - i) Fleet services will work in conjunction with departments to set appropriate weeks/months to perform CVIP's so as to minimize impact on operations
 - ii) All CVIPS will adhere to the standards set out by the Government of Alberta. In addition to these requirements Fleet Services shall:
 - a. Remove and examine all tires yearly for inspection purposes
- b) A minimum 50% of all mechanic staff will be certified to perform CVIP's on City fleet.
- c) Fleet services will maintain records of all work done during a CVIP inspection
 - i) Copies of CVIP paperwork will be kept in the vehicle, and stored electronically in the job costing and scheduling system for future reference.
- d) Fleet services will track and coordinate all yearly inspections regarding hoist or lift equipment within the City's fleet or Fleet facilities, including being responsible for all contractor management associated with this service.
 - i) Copies of inspections will be stored electronically in the job costing and scheduling system for future reference.

3.11 VEHICLE CLEANLINESS

- a) Vehicle and equipment cleanliness extends the life of the unit and is a reflection of the entire City and its staff. As well, vehicles and equipment are shared by fellow staff and departments. As a courtesy and for safety purposes Operators should actively maintain professional levels of cleanliness.
- b) The Operating department Foreman will be responsible for monitoring the cleanliness of vehicles assigned to their department.
- c) Vehicles that are shared between departments will be designated to one department for the responsibility of maintaining cleanliness levels.
 - i) The designation of departmental responsibility will be agreed on by Fleet Services and all operating departments

- ii) Designated Foremen will be responsible to either assign their staff, or communicate with the appropriate departmental Foreman to ensure vehicle or equipment cleanliness is maintained.
- d) When in active operation the exteriors of vehicles or equipment should be cleaned a minimum of once a week, or more frequently depending on environmental or work task conditions.
- e) When in active operation the interiors of equipment or vehicles should have all trash and debris removed daily. Floors and seats of interiors should be cleaned a minimum of once a week or more frequently depending on environmental or work task conditions.
- f) Vehicles or equipment should be thoroughly cleaned both internally and externally before being brought into Fleet Services for servicing. This helps Fleet Services ability to diagnose leaks or assess damage.
 - i) If vehicles or equipment submitted to Fleet Services are inadequately cleaned, the Operator will be required to correct the situation. Fleet Services reserves the right to postpone work until the situation has been rectified.
- g) Fleet services will be responsible for ensuring that contract(s) or agreement(s) are in place with a service provider to enable user departments to wash/clean vehicles or equipment. These services will support the needs of operating departments to maintain expected cleanliness levels.

3.12 VEHICLE OR EQUIPMENT ENHANCEMENTS

- a) From time to time Managers or Foremen may determine that enhancements to existing vehicles or equipment be undertaken that could benefit their operations (ie: additional lighting, seasonal tires, power tailgate installation)
- b) Requests for additions or enhancements to existing equipment or vehicles should be submitted in writing to the Fleet Services Foreman.
- c) Once the enhancement has been approved by Fleet Services a Work Order will be generated and Fleet Services staff will complete the request at the user department's expense.

3.13 MANUALS

- a) Fleet services will maintain a reference library of service, parts and operator manuals for vehicles and equipment in hard copy, electronic or both. These copies may be signed out from Fleet Services by the Operating Department Foreman when required.

3.14 ACCESSING FLEET SERVICES STAFF ASSISTANCE FOR NON-FLEET ITEMS

- a) Fleet services staff will be available to assist external departments with tasks. Examples of these tasks may be, but are not limited to:



- i) Welding services
 - ii) Oil and/or filter changes for non-fleet equipment
 - iii) Battery replacement in lift stations
- b) Requests for external support will be accepted under the following conditions:
 - i) Fleet Services Foreman is aware and approves of the work request
 - ii) Fleet Services operational priorities are not compromised
- c) Fleet Services will advise should an external departments' request not be feasible.
- d) Requests for Fleet Services assistance to external departments will be made through Work Orders. Work Orders will include:
 - i) Detailed description of scope of work requested
 - ii) Location of work request
 - iii) Name of requestor
 - iv) All job costing information regarding parts involving work request

**Appendix A
Daily Inspection/Maintenance Requirements**

Daily inspection and maintenance requirements by the Operator may include, but are not limited to:

1. Condition of exterior, interior of vehicle or equipment. Perform visual tire inspection for damage or wear and ensure tire pressures are at recommended manufacturers specifications
2. Monitoring and maintaining appropriate fuel levels
3. Monitoring and maintaining appropriate lubrication and hydraulic fluid levels as per manufacturers specifications
4. Monitoring and maintaining appropriate wiper fluid levels
5. Monitoring blade, implement edge, and/or broom wear when appropriate
6. Maintaining interior and exterior vehicle cleanliness
7. Ensuring vehicle documentation is in place and up to date
8. Ensuring vehicle or equipment safety equipment is in place and up to date (eg: first aid kits, eye wash stations and fire extinguishers)
9. Additional City requirements as per Policy or departmental standards
10. Additional requirements as per NSC Standard 13, Part 2 Schedule 1 for commercially regulated trucks, tractors and trailers that exceed a registered gross vehicle weight of 4500 kg.



**Appendix B
Wear Items**

The following wear items be replaced when the following benchmarks are met.

1. Plow blades will be replaced when they have $\frac{1}{2}$ inch wear remaining from the lowest spot.
2. Grader Blades will be replaced when they have $\frac{3}{4}$ inch wear remaining from the lowest spot.
3. Bucket blades for vehicles such as loaders or backhoes will be replaced when they have $\frac{3}{4}$ inch wear remaining from the lowest spot.
4. Brooms on sweepers operating as attachments will be replaced when they have reached **25%** of their initial length.

**Appendix C
Enhanced Preventative/Planned Maintenance Standards**

1. Vehicles less than 3 tons will be serviced every six months or 7,000 km whichever interval comes first.
2. Vehicles will have windshield wiper blades replaced a minimum of once a year.
3. Vehicles or equipment that are only in service for a portion of the calendar year will have preventative/planned maintenance a minimum of once a year, regardless of mileage or hourmeter readings.
 - a. Planned or preventative maintenance will occur either before the vehicle or equipment is taken out of service, or when vehicle or equipment is returned to service.
4. Municipal Enforcement vehicles will have preventative/planned maintenance scheduled four times a year or a minimum of 7,000 km, whichever comes first.
5. Vehicles 3 tons or more will have planned maintenance scheduled a minimum of every 400 hours of service.
6. Vehicles and equipment with service intervals shorter than those listed above will follow the service schedule in the Manufacturer's specifications.