

FLEET UNIT REPAIRS AND MAINTENANCE

I. PURPOSE:

The following guideline establishes policies and procedures to ensure timely responses to customer requests for corrective fleet unit repairs and maintenance.

II. POLICY:

It is the policy of the City of Little Rock that all repairs and maintenance required on fleet units is performed by the Fleet Services Department, or its designated contractors.

III. DEFINITIONS:

- A. Fleet Unit: A City-owned vehicle or piece of equipment of a value of \$1,000.00, or greater, that is motorized, self-propelled and/or attached to or pulled behind a self-propelled unit.
- B. Customer: Any Department or contracting organization which uses the services of the Fleet Services Department.
- C. Service Center: A facility operated and managed by the Fleet Services Department providing any or all of the following functions: fueling service (major or minor); regionalized fleet unit repairs and maintenance (major or minor); and/or specialized fleet unit repairs and maintenance.

IV. RESPONSIBILITY:

- A. The Fleet Services Department Director is responsible for revising the contents of this guideline and to furnish necessary guidance and/or information to ensure compliance with this guideline.
- B. The Fleet Services Department is responsible for maintaining compliance with this guideline within its operation, and to monitor compliance by fleet unit Operators.
- C. Fleet unit Operators are responsible for familiarizing themselves with the tasks, which are set forth herein.

V. PROCEDURE:

- A. The Operator, or Department Contact, will communicate with the Fleet Services Department Service Desk to schedule repairs if possible at the assigned Service Center.
- B. Operators will complete a Repair Request Form, noting the repairs needed with a short description thereof. Note: Some Departments may require repair authorizations prior to the delivery of the fleet unit.
- C. A work order will be initiated by performing a walk-around inspection, noting any visible defects in the fleet unit.
- D. A technician and a repair priority will be assigned to each fleet unit that comes in for corrective repairs and maintenance.
- E. The appropriate technician will perform a pre-maintenance inspection and complete repairs.
- F. A post repair inspection will be performed upon completion of repairs.
- G. The appropriate Department contact will be notified of the completion of repairs.
- H. A record of repairs performed will be placed in the front seat of each fleet unit.

Approved:



Bruce T. Moore
City Manager