



City Fleet Field Support Policy Example

This Policy discusses the following items included in City Fleet Field Support:

- **Work Force Utilization**
- **Assignment of Drivers/Operators**
- **Job Site Supervision**
- **Overtime**
- **Random Alcohol & Drug Testing**
- **Driver/Operator Performance**
- **Documentation & Billing**
- **Service Level Agreements**

FIELD SUPPORT

The Field Support operations provide a pool of vehicles, Fleet, drivers and operators to meet customer needs that are intermittent. Fleet units under the control of Field Support are of common nature such as dump trucks, excavators etc. that are used by multiple customers. These units are not assigned to individual customers. The City benefits from such operational support through better utilization of fleet assets since no individual customer has year-round need for them.

4-1 GETTING THE REQUIRED FLEET

Field Support office holds weekly user-group (customer General Foremen) meetings to discuss upcoming projects and fleet requirements. Customers should inform requirements for specialty units at such meetings to ensure availability.

Customers should call the Field Support (Dispatch) office before 1pm on the day prior to when they need fleet units to ensure proper provision of service. Customers should provide essential details such as the type of Fleet, its size, location where it's required and the date and time when it's required. Field Support will determine if a City unit is available to meet the needs or to hire a contractor. If City units are available they will receive the first priority. If not, the lowest bid contract unit will be the first preference. If it's unavailable, the next higher bid unit will be the second preference and so on.

4-2 FIELD SUPPORT OPERATIONS HOURS

- 5:30am to 6pm, Monday to Friday throughout the year.
- 5:30am to 1am, seven-days-a-week from around Thanksgiving till the end of March (depending on weather conditions). 24-hour emergency coverage is available during this period.

4-3 WORK FORCE UTILIZATION

The Work Force Utilization plan is effective from around Thanksgiving each year till the following March (date determined by weather conditions). In return for continued employment, staffs agree to perform general City duties when snow control operation is not scheduled. The

number of employees required for the various shifts are set each year based on a projected demand. General City duties may include street clean up, graffiti removal, cleaning City's buildings, vehicles, Fleet and so on.

4-4 ASSIGNMENT OF DRIVERS/OPERATORS

FSD supports the customer's preference to have the same driver or operator for the entire duration of a project. This provides continuity, improves understanding of the intricacies of the project and promotes safety. But, as agreed in the union contracts, the assignment of drivers and operators is based on seniority and continuity may not always be possible.

4-5 JOB SITE SUPERVISION

Although the drivers and operators are employees of FSD, when assigned to projects, they take direction from the foreman at the job site. Functionally, they are part of the team at the site and expect to be treated in such a manner. Customers should take them into confidence and include them in briefings and other general communications. Drivers and operators may refuse any instructions that contravene safety or design limitations. Customers should refer such situations to the Field Support office for resolution.

4-6 OVERTIME

When a project involves overtime, customers should call the Field Support office. Union agreements establish assignments in such instances.

4-7 RANDOM ALCOHOL & DRUG TESTING

The City tests all drivers and operators with Commercial Driving Licenses (CDL) randomly for alcohol and drug abuse consistent with Federal laws. Human Resources and the Public Works Safety Manager establish the names and number of persons who are tested on a daily basis. Since confidentiality is essential, Human Resources will not reveal their names in advance. FSD appreciates customer support despite the inconvenience this causes to operations. When the Safety Manager notifies an employee, operations must exercise discretion and protect the employee's privacy. The employee must first report to Field Support office unless instructed otherwise.

4-8 DRIVER/OPERATOR PERFORMANCE

Customers should report errant behavior by drivers and operators to the Field Support office. The City follows a progressive discipline procedure. Offenses require written documentation with specifics on date, time, location, witnesses, nature of the incident etc. Foremen must support any disciplinary proceedings.

Driver Operator Responsibilities:

1. Report to work promptly at the beginning of the shift.
2. Perform required pre-trip and post-trip inspections.
3. Ensure all safety features are working.
4. Do not smoke in vehicles/cabs.
5. Do not litter in vehicles/cabs.
6. Help the site foreman and other workers with the work undertaken.
7. Provide a full shift's coverage.
8. Avoid needless engine idling.
9. Fill out the Fleet Inspection report at the end of the day and report any problems to FSD.
10. Fill up the fuel tank at the end of the shift.
11. Park the unit in its designated area.
12. Leave the keys and fuel card (if any) in the unit if parked indoors. Lock the unit and put the keys in the assigned place if parked outdoors.
13. Promptly inform Field Support Dispatcher of any traffic violations or license suspensions (even if it occurs when driving own vehicle).

4-9 DOCUMENTATION

Customers should fill out all forms required to trace the accounting code to each project. Separate Contract Fleet Rental Authorization sheets are necessary for different projects. Customers should send all details on a timely basis to enable prompt payments to vendors.

4-10 BILLING

FSD will bill customers for services provided on a regular basis. The bill will include supply of City fleet, rental/hired fleet if any, and charges for fuel, maintenance, insurance and drivers or operators. Customers should bring any discrepancies to the attention of the Field Support Manager or the Business Manager.

4-11 SERVICE LEVEL AGREEMENTS

A. FLEET SIZE

Each year, FSD will coordinate with its customers on fleet requirements for the following year. Customers should indicate the number of units

required on a weekly basis for their operations. This will form the basis for determining the appropriate size of the fleet. While shortages can be met by commercial rentals, excess units are a source of loss for FSD, customers and the City alike. FSD may dispose excess fleet through mutual agreement. Otherwise, FSD will adjust the hourly rate of the particular class of units to reflect the lower utilization.

B. HOURLY RATE

The hourly rate of a class of units includes the unit, driver/operator, fuel, insurance, maintenance etc. It's an all-inclusive amount. The unit's cost is based on individual rate calculation described in the chapter on Fleet Supply but averaged for all the units in that class. Similarly, maintenance, insurance, fuel, driver/operator are all based on average cost experiences. This yearly cost is divided by the total number of hours committed to by the customers to derive the hourly rate. The hourly rate is multiplied by the number of hours committed by each customer to establish the charges.

C. UTILIZATION

Cost efficiencies can be gained when fleet requirements are planned ahead. Planning in advance will enable customers to avoid peaks and valleys in fleet needs resulting in better utilization of assets for overall City's benefit. FSD will coordinate fleet planning each year to assist customers maximize utilization of the resources.

D. DEMAND ADJUSTMENT

Once customers communicate their fleet requirements, FSD will facilitate a meeting to adjust peaks and valleys. This will reduce the need for commercial rentals and ensure better utilization of City assets.

E. PENALTIES

FSD will charge fixed unit costs to customers for the commitments made regardless of whether the service was utilized or not. The penalty will be at customer level levied periodically. If the need existed and FSD could not supply the service, there will be no penalty.

F. CREDITS

FSD will credit fixed unit costs to any customer exceeding the commitment.

