

## Fleet Maintenance Program

Line of Business: Auto

**Risk Control Strategy/Key Issues:** Preventive maintenance programs extend vehicle life, control hazards, and minimize potential losses caused by mechanical failure.

### Suggested Program Elements:

1. **Program Statement:** A general statement noting that the program establishes guidelines and procedures to assure vehicles are in good operating condition and well maintained. The program is designed to protect the safety of individuals operating the entity's vehicles and the general public, and to assure that taxpayer dollars are being spent efficiently. It should also include a statement regarding the commitment of management and employees to the success of the program.
2. **Program Goals:** A statement should be developed to inform all of the goals of the program. Example: The primary goal of the vehicle use program is to set guidelines for the inspection, maintenance and repair of entity vehicles. This program will strive to place a safe vehicle in operation that will result in controlling motor vehicle accidents, and reduce personal injuries and property damage.
3. **Program Responsibilities:** Establish the responsibility and accountability of management and the employees who operate and maintain vehicles. This should include mechanics requirements and certifications. These requirements should, at a minimum, meet manufacturer's and accepted industry standards.
4. **Fleet Maintenance Program:** A statement should be developed to determine the required parameters for maintaining and operating public entity vehicles. The statement should include what will be required and who will be responsible for implementing and enforcing the program.
5. **Program Components:** Details should be established for monitoring, maintaining, and repairing vehicles. It also should address warranty issues and outline when an outside vendor should complete maintenance and repairs, as well as listing required training and qualifications. Also, it should outline a process for monitoring program components to assure requirements of the program are being adhered to.
  - a. **Pre and post trip inspections.** The program should mandate that drivers of entity vehicles and equipment (tractors, backhoes, etc.) conduct a daily pre- and post-trip inspection to ensure the vehicle/equipment is functioning properly. Deficiencies identified should be reported to the vehicle maintenance department or designee for resolution. The vehicle maintenance department will decide if the vehicle should be taken out of service immediately for the deficiency to be corrected or if it can wait until the end of the day.
    1. Recommended areas to inspect (should be specific to vehicle):
      - Brakes
      - Exterior lights
      - Mirrors
      - Signal lights
      - Oil Levels
      - Transmission Fluid
      - Tires

- Safety reflectors
  - Emergency kits on vehicles
  - Emergency/warning lights
  - Safety equipment - strobe lights, cameras, crossing arms, stop arms, etc.
  - Communications equipment
  - General condition of vehicle - clear aisles (buses), cleanliness.
2. All inspections should be documented on a standard checklist report form. These forms should be turned over to person(s) responsible and accountable for the program.
- b. Maintenance Schedule.** A detailed maintenance schedule should be established to include scheduled maintenance, demand maintenance, & repairs. *Scheduled Maintenance* is routine maintenance, recommended by the manufacture to be performed at regular intervals; i.e., oil, antifreeze, transmission fluid. *Demand Maintenance* is required maintenance needed to keep the vehicle in a safe operating condition; i.e., brake lights, emergency equipment, tire condition, brakes. *Repair* is to replace damaged or non-operating parts to keep the vehicle operating in an efficient and safe manner.
- When setting standards for these maintenance procedures, the following should be considered: checklists of items to be inspected, manufacturer's suggested schedule, accepted industry practices, age of vehicle, frequency of use, past experience, ability to replace, how critical to operation, and maintaining current state vehicle inspection if required.
- c. Operating Budget.** An important aspect of the fleet maintenance program is to establish an adequate operating budget. An adequate budget process should include: annual operating budget, long-range planning, realistic financial plan developed, projection of expenditures for the future, program budgeting, and capital outlay - long term equipment & facility needs; five (5) or more year plan.
- d. Program Monitoring.** This is an integral part of assuring the fleet maintenance procedures are being adhered to is through program monitoring. Program monitoring equals quality assurance. This process includes scheduled and spot inspections of records, progress reports, and maintenance logs to assure that procedures are being followed. It also provides for feedback and performance criteria to monitor the program.
- e. Establish a used vehicle disposal process.** The process should adhere to entity procurement and disposal procedures; as well as any overall public guidelines that govern the entity.
- 6. Accident Reporting/Investigation:** Procedures should be detailed for reporting vehicle accidents. All employees are responsible for reporting all vehicle accidents, no matter how small to their immediate supervisor and Fleet Maintenance Department. It should be noted that failure to do so would result in disciplinary action. It is strongly recommended that all accidents are investigated, and an accident review committee is in place to determine if accidents are preventable or non-preventable. A vehicle disciplinary policy should be in place to guide the committee.

The entity should have written accident guidelines for personnel that use public vehicles that govern the process for when an accident does occur. One of the best items that can help obtain needed information is an 'accident packet'. The packet is stored in the glove compartment and contains a list of information to be obtained and a disposable camera. This information is essential in gathering first hand information that will assist in the investigation of the accident. Gathering this information is secondary compared to the safety and health of those involved in the accident. **Under know circumstances should personnel admit to fault, whether it is true or not.**

- 7. Training:** The key to the success of the fleet maintenance program is training. All persons should be trained in accordance with their program responsibilities. The training should be conducted initially and as needed depending on the findings of the monitoring program (#5d) results and general observation. Examples of training sessions should include, but not limited to: (1) How to do a pre and post trip inspection (2) What to do when involved in an accident (3) Scheduled Maintenance, Demand Maintenance, & Repairs procedures; and so on.

**Program Activities Calendar:**

- Annual review of policy with all employees
- Monthly monitoring for compliance with procedures
- Annual fleet maintenance record review

**References:**

- Vehicle Use Policy Guide Sheet
- Vehicle Disciplinary Policy Guide Sheet

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