



Nashville Metropolitan Government ADMINISTRATIVE ORDER

SUBJECT: Fleet Maintenance Program	ORDER NO.: 04-09 REVISION NO.: 01
ISSUED BY: Department of General Services	EFFECTIVE DATE: October 1, 2014

1. Governing Authority

Executive Order No. 031

2. Background

The efficient and effective delivery of many services by Metro agencies is dependent upon the availability of appropriate, well maintained motor vehicles and equipment. OFM is responsible for ensuring that safe, reliable fleet units are accessible and efficiently used for Metro business. Toward that end, proper maintenance is an investment that pays dividends in the form of improved reliability, durability, and resale value.

3. Applicability

This order applies to all motor vehicles and equipment rented or leased by or titled to any Metro. Requests for exemptions from any of the provisions of this order must be submitted in writing to the Director of General Services for review (except as may be otherwise indicated herein).

4. Definitions

- Agency – A Metro agency, department, institution, board, bureau, or authority issued vehicles or equipment through OFM.
- Agency Fleet Coordinator – Employee designated in each agency to serve as the primary contact and liaison between the agency and OFM and to manage and monitor the agency’s use of vehicles, equipment, and the OFM fuel program (reference General Services Administrative Order 08-14).

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- Agency Head – An agency’s chief executive officer or designee.
- Equipment – All units managed and maintained by OFM that do not meet the definition of a vehicle.
- Metro – Metropolitan Government of Nashville and Davidson County.
- OFM – Department of General Services, Office of Fleet Management.
- Unit – A term for any or all vehicles and equipment subject to this order.
- Vehicle – Any self-propelled, rubber-tired unit capable of being licensed in the state of Tennessee for over the road travel.

5. Maintenance

OFM will provide or arrange the maintenance, service, and repair of all Metro units subject to this order (unless prior approval is granted by OFM management), and OFM will ensure that parts and materials used meet specifications so as not to void warranty coverage.

Each Metro agency and its designated Agency Fleet Coordinator is responsible for ensuring that all assigned vehicles and equipment are maintained, serviced, and repaired in accordance with the manufacturer’s standards.

5.1 Preventive Maintenance. Preventive maintenance (also known as, “scheduled maintenance”) is the most important aspect of fleet management. Preventive maintenance includes:

- oil and filter changes;
- tire rotations, service, and replacement;
- cooling systems inspection and service;
- brake systems inspection and service; and
- transmission inspection and service.

The Agency Fleet Coordinator must ensure that all units have regular preventive maintenance performed as required by the manufacturer at minimum as well as identify units that require special preventive maintenance as a result of their operating environment. Such units may include those that involve:

- towing or carrying heavy loads;
- extensive idling;
- driving at low speeds for long distances;

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- driving in dusty conditions;
- off-road operation;
- use of E85 fuel 50% or more of the time;
- natural gas or propane vehicles; and
- police use.

The Agency Fleet Coordinator must communicate special maintenance requirements to OFM.

- 5.2 Corrective Maintenance. The OFM maintenance program provides a full range of corrective maintenance services including vehicle and equipment repairs and accident management.
- 5.3 Warranty Repairs. Vehicles and equipment normally come with a warranty from the manufacturer. Generally, a vehicle warranty is for a 36 months or 36,000 miles on most components. The vehicle operator manual specifies warranty information. OFM will handle all warranty repairs through a manufacturer's dealership or a certified independent warranty vendor.
- 5.4 Recalls. Each agency operating Metro vehicles and equipment must comply with National Highway Traffic Safety Administration (NHTSA) and manufacturer recalls. OFM shall notify the agency of any recalls associated with agency units and will arrange any associated inspection/corrective action as may be required. If an agency receives a recall notification, the Agency Fleet Coordinator must notify OFM.

6. Inspections

- 6.1 Regulatory Inspections. Fleet units are subject to special inspections mandated by federal, state and local regulations. Each Metro agency must be knowledgeable of applicable special inspection regulations and ensure compliance. OFM will issue a notification when these inspections are due and confirm compliance upon the completion of major maintenance (as noted below). Regulatory inspections include:
- Emissions – Metro vehicles shall comply with Davidson County emissions testing requirements. Testing is performed annually and an emissions decal is affixed to the windshield of the vehicle. Testing records are maintained at the OFM light vehicle shop.
 - Dielectric Test – Performed by a contracted vendor annually or upon completion of major maintenance on the bucket assembly.

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- Load Test (crane) – Performed by a contracted vendor annually or upon completion of major maintenance on the crane assembly.
- Fire Apparatus – Performed by a contracted vendor annually or upon completion of major maintenance on the apparatus.

6.2 Routine Inspections. Each Metro agency is responsible for the routine inspection of its assigned units for safety and maintenance deficiencies. Toward that end, each agency must implement a vehicle and equipment inspection program. For greatest efficiency, the Agency Fleet Coordinator should develop the inspection program so that drivers/operators are responsible for conducting routine inspections. Additionally, the inspection program should ensure that the frequency of routine inspections is determined based on how units are used and in consideration of the following minimum standards.

6.2.1 Weekly Vehicle Inspection Criteria:

- Check engine oil, coolant and other fluid levels.
- Visually check tires for abnormal wear, damage, and inflation.
- Check all lights.
- Check wipers.
- Check cleanliness inside and out– clean and wash as needed.
- Monitor gauges/warning lights if equipped for correct display.
- Check other systems as indicated by the unit manufacturer.

6.2.2 Monthly Vehicle Inspection Criteria:

- Check tire pressure and look for signs of uneven wear or embedded objects that can cause air leaks. In winter, check tire pressure whenever there is a sharp change in temperature.
- Check around the vehicle and under the engine for fluid leaks. The type of fluid leak can often be identified by the fluid's color.
- Check fluid levels, including engine oil, engine coolant level, transmission fluid, and power steering fluid, according to the instructions in the owner's manual.
- Check for cracked or split spark plug wires, cracked radiator hoses or loose clamps and corrosion around the battery terminals.
- Check for problems with the brakes. On a straight, flat, and traffic-free stretch of road, rest your hands lightly on the

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steering wheel and apply the brakes gradually. If the vehicle swerves to one side, one of the brake linings may be worn more than the other, or the brakes may need adjustment.

- Check for problems with wheel alignment. On a straight, flat, and traffic-free stretch of road, rest your hands lightly on the steering wheel and drive at an even speed. If the vehicle pulls to one side, the wheels may be misaligned.
- Check other systems as indicated by the unit manufacturer.

7. Roadside Assistance

OFM provides Roadside Assistance to Metro agencies 24 hours a day, 7 days a week (including holidays). Services range from tire change to towing.

Roadside Assistance dispatch telephone numbers are:

615-862-5101 for units maintained at OFM light/ground shops
615-880-1992 for units maintained at the OFM heavy shop

8. Compliance and Enforcement

All employees share in the responsibility for compliance with this order. Any violations should be brought to the attention of an appropriate agency supervisor. Further, the Agency Fleet Coordinator is responsible for overseeing and managing compliance and ensuring the maintenance of comprehensive documentation demonstrating that the agency is in compliance with all requirements of this order.

Each Agency Head is responsible for the enforcement of this order and may issue policy and procedures that are more restrictive than or supplementary to the requirements of OFM administrative orders, policies, and procedures.

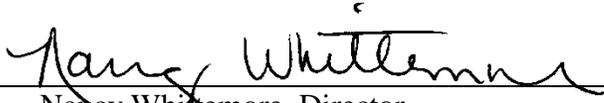
9. Disciplinary Action

Disciplinary action to be taken when employees violate the requirements of this order shall be consistent with policies and procedures set by each agency and, to the extent applicable, the rules of the Civil Service Commission.

10. Order Documentation

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Administrative Orders are issued to Agency Heads via email and are posted on the Inside Metro website under General Services.


Nancy Whittemore, Director
Department of General Services

9-2-2014

Date