

Complete Policy Title: Facility Services Fleet and Non- Fleet Maintenance/Operations	Policy Number: 001
Approved by: VP Administration	Date of Most Recent Approval: August 13, 2013
Date of Original Approval:	Supersedes/Amends Policy dated: N/A
Responsible Executive: Assistant Vice President and Chief Facilities Officer	Enquiries: Director Custodial Services

Purpose

- The purpose of this policy is to ensure the proper, adequate and cost effective maintenance of the Facility Services (FS) fleet and non-fleet vehicles through a preventative maintenance program that will extend the safety, quality and longevity of all vehicles and equipment owned and operated by Facility Services.

Scope

- Service vehicles and equipment that are owned and operated by all units of the Facility Services Department: Maintenance, Trucking, Grounds, Custodial and Utilities.

Definitions

Vehicle Fleet: A group of motor vehicles owned or leased by a business or government agency, rather than by an individual or family.

Motor Vehicle: A self-propelled wheeled means of transporting, such as a car or truck.

Registered Owner: The person/organization in whom title is vested and/or to whom the vehicle is registered with the Department of Motor Vehicles.

Licensed Vehicle: A valid license is required to be displayed on any registered motor vehicle if it is to be used or kept on a public road.

Preventive Maintenance: The care and servicing by personnel for the purpose of maintaining vehicles in satisfactory operating condition by providing for systematic inspection, detection, and correction of incipient failures either before they occur or before they develop into major problems.

Incident Report: an incident report is a form that is filled out in order to record details of an unusual event that occurs such as an injury. The purpose of the incident report is to document the exact details of the occurrence while they are fresh in the minds of those who witnessed the event.

Circle Check: A 360 degree walk around of a vehicle looking for damage or unsafe conditions.

Policy

All units within the Facility Services Department shall comply with the following as they pertain to Facility Service owned vehicles.

1. In the event of an accident during regular hours or after hours:

In accordance with the Highway Traffic Act: Every person in charge of a motor vehicle who is directly or indirectly involved in an accident (off campus) shall report the accident to the nearest provincial or municipal police office immediately. Police will respond to the accident and direct the operator/s to a reporting facility or complete the report over the phone. All accidents on campus will be reported to Security Services immediately in accordance with:

- McMaster University Policy RMM 1000 – Injury and Incident Reporting
- Workplace Safety and Insurance Act – R.S.O. 1997
- Workplace Safety and Insurance Board (WSIB)
- Occupational Health and Safety Act (OHSA) – R.S.O. 1990, Sections 51, 52.

2. Guidelines for Automobile/Vehicle Incident Reporting:

Every person in charge of or passenger in a University-owned licensed vehicle directly involved in an accident shall follow the guidelines listed below:

1. Stop.
2. Investigate the incident.
3. DO NOT ASSUME LIABILITY, responsibility or make statements to anyone except the Police/Campus Security, your supervisor or University Risk Manager.
4. Remain at the scene of the accident.
5. Aid injured persons.
6. Contact local Police/Security
7. Call for an ambulance if necessary.
8. Obtain/exchange information upon direction of the Police Department (off campus):
 - a. Name
 - b. Address
 - c. Driver's License Number and Jurisdiction
 - d. Motor Vehicle Liability Insurance Policy Number and Insurance/Broker Name (Pink slips)
 - e. Name and Address of the Registered Owner of the Vehicle
 - f. Vehicle Identification Number (VIN)
 - g. License Plate Number
9. Complete **Incident Report** form and attach a copy of the Police Report, if applicable and forward to EOHS and or Risk Manager.
10. Notify your immediate supervisor or designate.

3. Use of Facility Services owned/Leased Licensed Vehicles:

University-owned licensed vehicles are not to be used for personal business. Only passengers on Facility Services business will be transported in University-owned licensed vehicles.

Driver Qualifications:

- Only University Facility Services employees or Facility Services student hires shall operate Facility Services vehicles.
- All operators must have a valid class G license with no restrictions.
- All operators must attend the defensive driving course and vehicle orientation offered through Facility Services.

4. Operating the Vehicle:

- Drivers shall perform a **circle-check** on the assigned vehicle before each trip in order to identify any safety or other concerns.
- Drivers shall confirm their vehicle is equipped with:
 - a) Ownership certificate
 - b) Insurance liability card
 - c) Automobile Incident procedures card
 - d) Commercial Vehicles Operators Registration if required.

If any of the above documents are missing contact Department Supervisor.

- Drivers and passengers will wear seatbelts in compliance with the Highway Traffic Act. The driver is responsible for ensuring there is a seatbelt for each passenger.
- Smoking is prohibited in all vehicles.
- Drivers shall not operate cellular phones in a vehicle unless the vehicle has been removed from the flow of traffic and is at a full stop.
- Dangerous goods shall be carried in compliance with the Transportation of Dangerous Goods regulations and the driver must carry a valid Dangerous Goods Training Certificate.

Drivers are **expected** to practice the following **University Green Fleet Initiatives**:

- Visually inspect tires when performing the daily vehicle circle check to ensure tires are properly inflated.
- Check tire pressure weekly using a tire gauge. Under inflation decreases fuel economy and reduces the life of tires.
- Remove unnecessary weight (objects) in the vehicle.
- Plan and map out trips to minimize distances travelled.
- Car-pool whenever possible or practical.
- Avoid rapid acceleration. Accelerate gradually from a stop and anticipate stops ahead to avoid sudden breaking.
- Obey posted speed limits. Excessive speed reduces fuel economy, increases air pollution, creates hazardous driving conditions, and is unlawful.
- Ensure University vehicles and equipment do not idle longer than 10-30 seconds unless idling the vehicle is necessary to accomplish work related tasks.

5. Vehicle Daily Care

Vehicle operators are responsible for the day-to-day care of their assigned vehicle. Under no circumstances should a Facility Services driver operate a vehicle that may be unsafe or ignore an unsafe condition:

- 1. Fluids:
 - Make (at least) weekly checks of fluids on the vehicle and fill as necessary.
- 2. Leaks:
 - Look on the ground under the vehicle for fluid leaks. Formally report any leaks immediately with a vehicle defect report and submit the report to the department supervisor.
- 3. Tires:
 - Visually inspect the tires daily. Look for imbedded nails; check regularly for uneven wear and for proper air pressure. Correct air pressure is a major contributor to extended tire life. Recommended tire pressure may be found on the driver's door post or in the vehicle's owner's manual. Tire pressure gauges are available.
- 4. Flats:
 - DO NOT drive the vehicle with a flat tire as it may ruin the tire and/or the rim. Contact your supervisor for assistance.
- 5. Damage:
 - Check the vehicle frequently for body damage. Report any damage using a vehicle defect report form and submit the report promptly to your supervisor. Complete an Insurance auto accident report form if required.
- 6. Lights:
 - Check exterior lights and turn signals regularly for proper operation.
- 7. Noises:
 - Be alert for unusual noises that may signal mechanical problems.
- 8. Gauges:
 - If the temperature gauge reads abnormally hot, the oil pressure gauge reads low, the red critical engine light is "on", the amber caution light (check/service engine light, power loss light or emissions light) in the late model vehicles is "on", it indicates a potential problem. Complete a vehicle defect report and submit the report to your supervisor immediately.
- 9. Visibility:
 - In winter months, clear snow and ice from windshield and windows to maintain clear visibility.

6. Vehicle Maintenance:

Scheduled Maintenance:

Facility Services fleet maintenance will be scheduled on a regular preventative maintenance and safety inspection schedule (see below).

McMaster University Vehicle List - Service Schedule											
Veh #	Model	Make	Starting 2012				Starting 2013				
			4 month	8 mth	12 mth	B	4 mth	8 mth	12 mth	Sched B	
3-04	3/4 ton van	CHEV	Apr-12	Aug-12	Dec-12	X	Apr-13	Aug-13	Dec-13	X	
4	1/2 ton express van	CHEV	Mar-12	Jul-12	Nov-12	X	Mar-13	Jul-13	Nov-13	X	
5	F550 HD	FOR D	Apr-12	Aug-12	Dec-12	Aug-12	Apr-13	Aug-13	Dec-13	Aug-13	
11	Savanah	GMC	Jan-12	May-12	Sep-12	X	Jan-13	May-13	Sep-13	X	



13	E150	FOR D		Feb-12	Jun- 12	Oct- 12	X	Feb- 13	Jun- 13	Oct- 13	X
14	E250	FOR D		Jan-12	May- 12	Sep- 12	X	Jan- 13	May- 13	Sep- 13	X
15	Express	CHE V		Feb-12	Jun- 12	Oct- 12	X	Feb- 13	Jun- 13	Oct- 13	X
17	5 ton sidekick	CHE V		Nov-11	Mar- 12	Jul- 12	Jul- 12	Nov- 12	Mar- 13	Jul- 13	Jul-13
24	e150	FOR D		Jan-12	May- 12	Sep- 12	X	Jan- 13	May- 13	Sep- 13	X
31	E350 - bus	FOR D		Apr-12	Aug- 12	Dec- 12	X	Apr- 13	Aug- 13	Dec- 13	X
34	3/4 ton van	FOR D		Feb-12	Jun- 12	Oct- 12	X	Feb- 13	Jun- 13	Oct- 13	X
39	1 ton van	FOR D		Apr-12	Aug- 12	Dec- 12	X	Apr- 13	Aug- 13	Dec- 13	X
40	1/2 ton pickup	GMC		Jan-12	May- 12	Sep- 12	X	Jan- 13	May- 13	Sep- 13	X
47A	1 ton stake	CHE V		Apr-12	Aug- 12	Dec- 12	Dec -12	Apr- 13	Aug- 13	Dec- 13	Dec-13
52	1/2 ton van	FOR D		Feb-12	Jun- 12	Oct- 12	X	Feb- 13	Jun- 13	Oct- 13	X
55	1/2 ton van	FOR D		Mar-12	Jul- 12	Nov- 12	X	Mar- 13	Jul- 13	Nov- 13	X
57	Sonoma	GMC		Jan-12	May- 12	Sep- 12	X	Jan- 13	May- 13	Sep- 13	X
12			Grds	Feb-12	Jun- 12	Oct- 12	X	Feb- 13	Jun- 13	Oct- 13	X
30			Grds	Jan-12	May- 12	Sep- 12	X	Jan- 13	May- 13	Sep- 13	X
51			Grds	Feb-12	Jun- 12	Oct- 12	X	Feb- 13	Jun- 13	Oct- 13	X
58			Grds	Mar-12	Jul- 12	Nov- 12	X	Mar- 13	Jul- 13	Nov- 13	X
6			Grds	Mar-12	Jul- 12	Nov- 12	Nov -12	Mar- 13	Jul- 13	Nov- 13	Nov-13
49			Grds	Apr-12	Aug- 12	Dec- 12	Dec -12	Apr- 13	Aug- 13	Dec- 13	Dec-13
2			Grds	Apr-12	Aug- 12	Dec- 12	X	Apr- 13	Aug- 13	Dec- 13	X

Non-Scheduled Maintenance:

Maintenance which is required outside of the regular maintenance schedule must follow this procedure:

Reporting Defects:

1. Any defects or possible repairs recognized by vehicle operators or other Facility Services employees must be reported using the Vehicle Defect Report (VDR). See your supervisor to acquire a VDR form.
2. A completed VDR will be submitted to the Manager, Logistics and Mail Services. The Manager will then be responsible for repairing the defects, as per policy (see below).

Repairing Defects:

1. Upon receiving a completed VDR, the Manager, Logistics and Mail Services will contact a repair garage, from the approved service provider list and will receive a formal detailed quote for the required work to ensure safety.
2. The contractor will provide 1 detailed quote to the Manger, Logistic and Mail Services. The supervisor will accept or reject the quote based on his/her experience. The Manager, Logistic and Mail Services can approve quotes up to a total amount of \$600.00. One or two additional quotes will be required when the work exceeds \$600.00 and are subject of approval by the Director, Custodial Services. All quotes will be for the same work and original parts to the vehicle. No after marker quotes will be accepted.
3. When a quote is approved, the Manager will generate a purchase order (PO) in the Facility Services system AIM, using the work order number for the specific vehicle for which the maintenance is being performed. This PO will be comprehensive and state exactly which services are being performed, as per the quote. The PO will contain:
 - a) a line item for labour
 - b) a line item for parts

Post-Repair Inspection

Upon completion of the non-scheduled maintenance, the Manager of Logistics and Mail Services will be responsible for ensuring that all requested maintenance has been completed.

A visual inspection and drive test inspection of the repaired vehicle will be conducted by the Manager, Logistic and Mail Services or his or her designate.

A written and or electronic record of their observations and satisfaction with the work completed will be documented. The record will be completed on the VDR form in the designated area, and the electronic record will be completed in the notes section of the PO in AIM.

Non-Fleet Maintenance

Facility Services Non-Fleet Maintenance will apply to Non-Fleet vehicles (such as golf carts, lawnmowers etc.)

Scheduled Maintenance

Seasonal lawn equipment will be maintained on an annual basis. Quotes will be required to provide pricing and defined criteria for bi-weekly service from June – Sept as per grass cutting schedule. Two or more quotes will be required if the for the scheduled lawn maintenance program.

Service Required:

Bi weekly oil change
Change oil filters
Replace air filters
Tighten all belts
Replace belts as necessary
Check tire pressure
Clean under carriage
Visually inspect equipment and report and potential issues

Non-Scheduled Maintenance

The procedure for non-scheduled maintenance for non-fleet vehicles will follow the same above policies as for fleet vehicles.