

SAN DIEGO POLICE DEPARTMENT

*Auto Maintenance Division*



***OPERATIONS MANUAL***

October 2005

**TABLE OF CONTENTS**

Page

1.	<b>Maintenance Facility Locations</b>	3
2.	<b>Mission Statement</b>	4
3.	<b>Goals &amp; Standards</b>	5
4.	<b>Organizational Chart</b>	7
5.	<b>Personnel Duties / Responsibilities</b>	8
6.	<b>Station Facility Organizational Chart</b>	22
7.	<b>Area Station Operating Procedures</b>	23
8.	<b>Administrative Procedures</b>	34
	Shop Rules & Standards	35
	Appearance	36
	Seniority	38
	Payroll / Time Cards	38
	New Hires	39
9.	<b>Vehicle Procedures</b>	40
	Ordering Vehicles	41
	Receiving New Vehicles	41
	Converting New Vehicles to Patrol	42
	Vehicle Rotation	42
	Totaled Vehicles	43
	Retaining Surveyed Vehicles	43
	Vehicle Records	44
10.	<b>Parts &amp; Supply Procurement</b>	44
	Disposing of Old Parts	45
11.	<b>Service &amp; Repair Procedures</b>	46
	Vehicle Repair / Service Requests	47
	Vehicles Out of Service	47
	Spare Tire Procedures	48
	Speedometer Calibrations	48
	Scheduled Services & PMs	49
	Maintenance Personnel Responsibilities	50
	Tire Repairs	51

# Auto Maintenance Division

## **FLEET MAINTENANCE**

Vehicle Maintenance Facility

**MAIN NUMBER**

3940 Federal Boulevard San  
Diego, CA 92102

**(619) 527-6000**

**FRONT OFFICE**

(619) 527-6022

(619) 527-6023

**FLEET ADMINISTRATOR**

(619) 527-6020

**FLEET MAINT SUPERVISOR**

(619) 527-6021

**CENTRAL GARAGE (Shop)**

(619) 527-6003

(619) 527-6001 *Day Supervisor*

(619) 527-6002 *Night Supervisor*

**BODY SHOP**

(619) 527-6006

**PARTS ROOM**

(619) 527-6004

---

# Maintenance Facility Locations

<b>EASTERN DIVISION</b>	9225 Aero Drive San Diego, CA 92123 (858) 495-7959 (858) 573-5092 Motorcycle Shop
<b>MID-CITY DIVISION</b>	4310 Landis Street San Diego, CA 92105 (619) 516-3075
<b>NORTHEASTERN DIVISION</b>	13396 Salmon River Road San Diego, CA 92129 (858) 538-8032
<b>NORTHERN DIVISION</b>	4275 Eastgate Mall San Diego, CA 92037 (858) 552-1780
<b>SOUTHEASTERN DIVISION</b>	7222 Skyline Drive San Diego, CA 92114 (619) 527-3580
<b>SOUTHERN DIVISION</b>	1120 27 <sup>th</sup> Street San Diego, CA 92154 (619) 424-0408
<b>WESTERN DIVISION</b>	5215 Gaines Street San Diego, CA 92110 (619) 692-4840

## **Mission Statement**

We, the San Diego Police Department Auto Maintenance Division provide safe, mission equipped, reliable, well maintained and fueled vehicles in the most cost-effective manner possible with professional and technical expertise throughout the life cycle.

### **Primary Purpose**

1. Select and acquire vehicles based upon suitability for the specific mission and sound business practices. Commission these vehicles with the most efficient and cost-effective equipment possible.
2. Establish vehicle operation policies. Clearly state how the fleet vehicles will be assigned, used, maintained, repaired, and disposed.
3. Properly replace and dispose vehicles. Establish vehicle replacement criteria through sound logical fleet management guidelines.
4. Control collision costs. Take an active role in vehicle repair at the lowest cost.
5. Conduct analytical studies. Continue to study our operations and the industry and implement quality improvements continuously.
6. Develop competent management systems and reports to enhance fleet operations and customer requirements, education and knowledge.
7. Develop quality standards through networking with other professionals in fleet management, law enforcement, and police vehicle / equipment manufactures.

## Goals

1. Be responsive to our customer's needs
2. Understand our customer's specific needs
3. Be accessible
4. Resolve challenges promptly
5. Provide quality vehicles
6. Be knowledgeable about our products
7. Ensure value for our investments
8. Conduct business in a professional manner
9. Be knowledgeable about other products
10. Ensure the right vehicle for the right mission at the right time

## Standards

- We commit to support our customers mission requirements
- We commit to understanding the needs of our customers
- We commit to treat everyone as valued customers
- We commit to make it easier for our customers to do business with us
- We commit to provide responsive, valued, high quality service
- We commit to do whatever it takes to minimize fleet downtime
- We commit to provide the assistance needed to resolve challenges encountered by our customers

SAN DIEGO POLICE DEPARTMENT

## **Auto Maintenance Division Personnel**

Police Fleet Administrator

Fleet Maintenance Supervisor

Equipment Repair Supervisor

Metal Fabrication Supervisor

Equipment Service Writer

Equipment Mechanic

Body & Fender Mechanic

Equipment Painter

Storekeeper I

Senior Motive Service Technician

Motive Service Technician

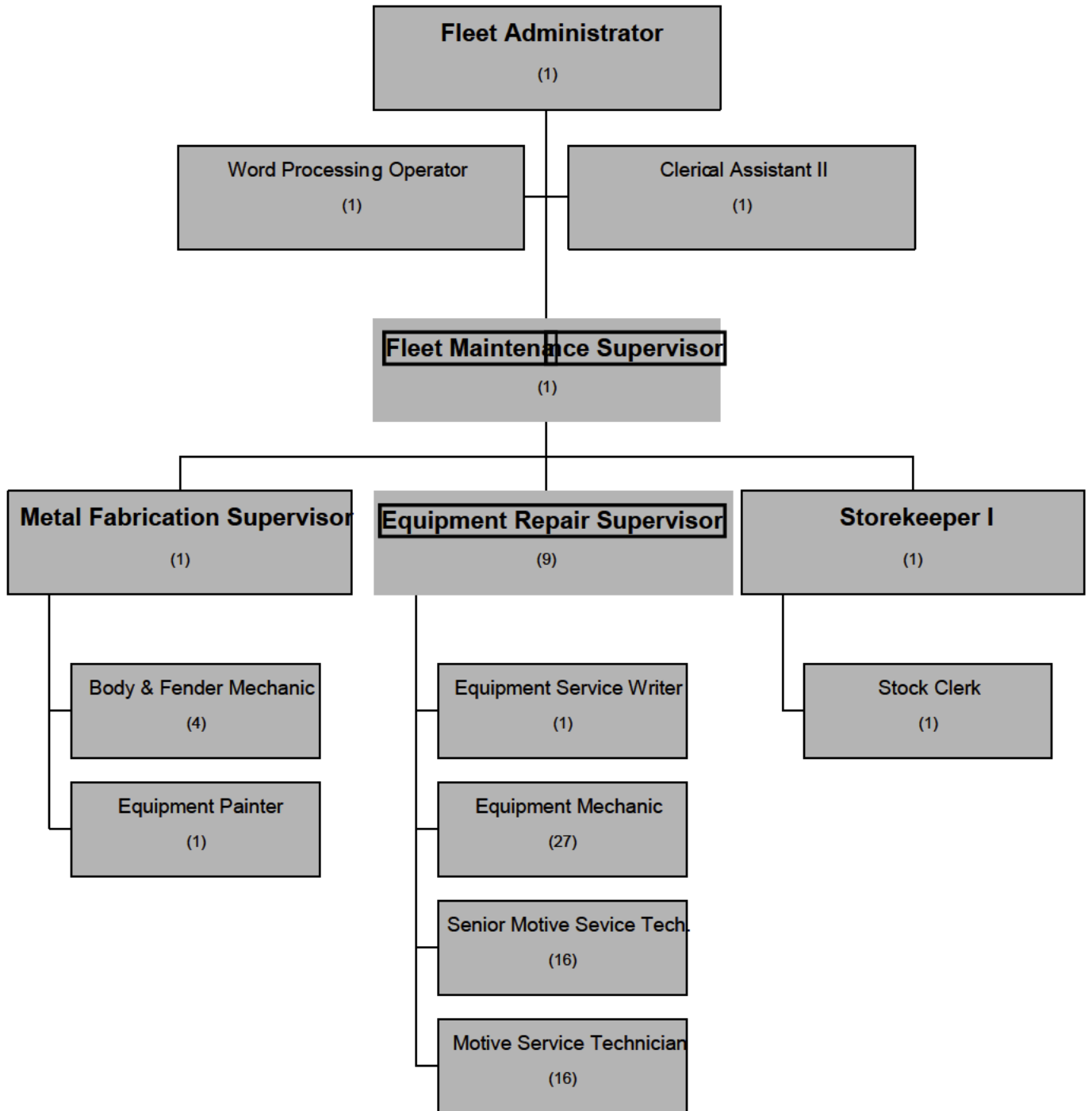
Stock Clerk

Word Processing Operator

Clerical Assistant II

SAN DIEGO POLICE DEPARTMENT

# Auto Maintenance Division





## **POLICE FLEET ADMINISTRATOR**

- Under administrative direction of the Assistant Chief of Finance, manages the automotive, off-road and marine fleet of the San Diego Police Department.
- Prepares preliminary budget recommendations and manages the approved divisional budget.
- Evaluates and makes recommendations on policies, procedures and legislation impacting the Police Automotive Maintenance Division.
- Develops specifications for Police vehicles and shop equipment and ensures specifications are met.
- Establishes and maintains liaison with manufacturing representatives and review literature necessary to keep abreast of latest equipment and trends. Tests and evaluates new products for efficiency and cost savings.
- Assigns vehicles to various units and divisions within the Police Department.
- Maintains and supervises the operation of the administrative office of the Automotive Maintenance Division.
- Inspects and evaluates Department's vehicle maintenance operations.
- Determines training needs and plans and coordinates appropriate training.
- Assures compliance with City, County, State and Federal laws, rules and regulations regarding use of hazardous materials and the disposal of hazardous wastes

## **FLEET MAINTENANCE SUPERVISOR**

- Under the direction of the Fleet Administrator, plans, assigns, coordinates and directs through subordinate supervisors the operations functions within the Police Automotive Maintenance Division.
- Prepares preliminary budget recommendations and manages the approved divisional budget.
- Evaluates and makes recommendations on policies and procedures and legislation impacting the Police Automotive Maintenance Division.
- Assists Fleet Administrator in developing specifications for Police vehicles and shop equipment and ensures specifications are met.
- Establishes and maintains liaison with manufacturing representatives and review literature necessary to keep abreast of latest equipment and trends. Tests and evaluates new products for efficiency and cost savings.
- Under the direction of the Fleet Administrator, leads and directs supervisors and staff on personnel issues.
- Inspects and evaluates Department's vehicle maintenance operations.
- Assures compliance with City, County, State and Federal laws, rules and regulations regarding use of hazardous materials and the disposal of hazardous wastes.

## **EQUIPMENT REPAIR SUPERVISOR**

- Plans, coordinates and supervises the operation of a Police fleet repair facility.
- Schedules and assigns work to mechanics and other shop workers engaged in maintaining, repairing, overhauling, modifying, fitting-out and/or rebuilding automotive and emergency equipment.
- Schedules vehicle maintenance and repairs. Oversees all work and conducts follow-up. Provides direction and assistance to subordinates with difficult tasks.
- Develops and enforces policies and procedures.
- Selects, trains and evaluates work performance of subordinates.
- Manages Police subdivision's vehicle fleet. Assigns vehicles, maintains statistics on fleet operation and conducts inspections of fleet and repair facility. Supervises and oversees all work done to shop equipment, car wash and garage facility.
- Manages facility's operating costs and monitors expenditures. Prepares and approves orders for parts and supplies. Contacts vendors and providers to research costs. Orders parts, materials, supplies and services.
- Maintains operating permits for the facility and is the contact person and responsible party for compliance and inspections by all regulatory agencies. Assures compliance with City, County, State and Federal laws, rules and regulations regarding the use of hazardous materials and the disposal of hazardous wastes. Develops and carries out training and safety programs.
- Prepares reports, records and documents on the operation of a Police Fleet Repair Facility. Maintains documents, records and files. Manage unit productivity, work orders, repairs and services using fleet management system.
- Supervises and oversees the construction of new police vehicles and the preparation of trade-in vehicles.

## **METAL FABRICATION SUPERVISOR**

- Plans, coordinates and supervises the operation of the Body Shop located at the main Police Fleet Repair Facility.
- Schedules and assigns work to body and fender mechanics and an equipment painter engaged in repairing, overhauling, modifying, fitting-out and/or rebuilding automotive and emergency equipment and other metal fabrication duties.
- Schedules vehicle repairs and fabrication projects. Oversees all work and conducts follow-up. Provides direction and assistance to subordinates with difficult tasks.
- Develops and enforces policies and procedures.
- Selects, trains and evaluates work performance of subordinates.
- Manages Body Shop operating costs and monitors expenditures. Prepares and approves orders for parts and supplies. Contacts vendors and providers to research costs. Orders parts, materials, supplies and services.
- Assures compliance with City, County, State and Federal laws, rules and regulations regarding the use of hazardous materials and the disposal of hazardous wastes. Develops and carries out training and safety programs.
- Prepares reports, records and documents on the operation of the Body Shop and Parts Room. Maintains all documents, records and files. Manage unit productivity, work orders and repairs using fleet management system.
- Supervises and oversees all work done to Body Shop equipment.
- Conducts correspondence with other units, departments and agencies. Reports to Fleet Manager.

## **EQUIPMENT SERVICE WRITER**

- Under direction, to diagnose malfunctions in police fleet automotive and specialized equipment; to make mechanical repairs to such equipment; and to perform related work.
- Schedule services and repairs as needed.
- Assign loaner vehicles and arrange transportation for customers.
- Monitor computerized fleet management system for Services Due.
- Prepare and prioritize service requests and work orders.
- Determine vehicle warranty status. Manage manufacturer recalls and campaigns. Sort and prioritize manufacturer recall notices.
- Contact appropriate personnel of assigned vehicles to schedule services, repairs, recalls and campaigns.
- Diagnose malfunctions and determine probable causes and locations of mechanical difficulties.
- Perform all types of mechanical repairs on automotive and specialized equipment at the level of a skilled Equipment Mechanic.
- Participate in the construction and conversion of new Police vehicles and the preparation of trade-in vehicles.
- Maintain work orders, maintenance schedules and records of repair work performed.
- Update maintenance schedules and warranty information.
- Enter data into computerized fleet management system.

## EQUIPMENT MECHANIC

- Under general supervision, makes mechanical repairs on automotive equipment, motorcycles, scooters, boats and specialized equipment. Performs related work.
- Typical tasks include inspecting, diagnosing and repairing mechanical defects and malfunctioning of all automotive equipment. Maintain shop equipment. Prepare work orders and related reports using fleet management system.
- Overhaul and rebuild engines. Grind valves and rebuild cylinder heads, overhaul transmissions and differentials. Repair alternators, starters, engine electrical, sensors and components, chassis electrical, shotgun locks, brake and hydraulic systems, cooling systems, steering and suspension, fuel systems and fuel pumps, light bars, spotlights and other lighting systems. Perform minor machine work.
- Operate Tow Truck and is often called out on service calls to perform emergency repairs in the field or to retrieve a vehicle.
- Perform occasional welding, brazing and fabrication. Fabrication may include metal, wood or plastic. Build and install special equipment in vehicles. Participate in the construction and conversion of new Police vehicles and the preparation of trade-in vehicles. Build and convert specialized equipment such as K-9 vehicles, prisoner vans, mobile command units, etc.
- Monitor fuel-island in the absence of, or in assistance to Service Technicians to provide immediate assistance to personnel needing island service. May be required to assist by performing related duties such as maintain vehicle check lists, car wash maintenance, vehicle transport, parts runs, etc.
- Wash & wax vehicles, clean interiors, perform safety inspections and fuel vehicles. Perform related tasks when not performing repairs.
- Clean and maintain shop and shop equipment continually while performing regular duties. Clean entire shop periodically, as directed or whenever possible.

## **BODY AND FENDER MECHANIC**

- Under general supervision, to perform skilled straightening and repair work on bodies and frames of automotive equipment, motorcycles, scooters, boats and industrial equipment, and to perform related work.
- Typical tasks include inspecting damaged equipment, witting estimates, determining what parts are needed to complete repairs and repairing damaged equipment. Prepare work orders and related reports using fleet management system.
- Straightens fenders, quarter panels, door panels, hoods, deck lids and other body parts.
- Operates frame alignment rack. Straightens frames to proper specifications.
- Sands and prepares surfaces for paint. Applies paint, pinstripes and decals.
- Operates tow truck and forklift. Transports vehicles in need of bodywork.
- Performs all functions of metal fabrication. Design, weld, bend, form, mold, sand, prep and paint. Fabrication may include metal, wood or plastic. Build and install special equipment in vehicles.
- Participates in the construction and conversion of new Police vehicles and the preparation of trade-in vehicles. Build and convert specialized equipment such as prisoner vans, mobile command units, etc.
- Maintain spray booth, spray guns and all painting equipment.
- Applies training to the handling of hazardous materials and hazardous wastes.
- Wash vehicles, clean interiors, perform safety inspections and fuel vehicles.
- Cleans and maintains shop and shop equipment continually while performing regular duties. Clean entire shop periodically, as directed or whenever possible.

## **EQUIPMENT PAINTER**

- Under general supervision, to perform skilled painting and interior hardware and glass repairs to automotive and industrial equipment; and to perform related work.
- Prepare work orders and related reports using fleet management system.
- Sands and prepares surfaces for paint.
- Operates tow truck and forklift. Transports vehicles in need of bodywork.
- Applies paint, pinstripes and decals.
- Performs all functions of metal fabrication. Design, weld, bend, form, mold, sand, prep and paint. Fabrication may include metal, wood or plastic. Build and install special equipment in vehicles.
- Participates in the construction and conversion of new Police vehicles and the preparation of trade-in vehicles. Build and convert and paint specialized equipment such as prisoner vans, mobile command units, etc.
- Installs auto glass and repairs window regulators.
- Repairs automotive interiors, seats, seat frames and track assemblies
- Maintains spray booth, spray guns and all painting equipment.
- Inventories and maintains paint supplies and decals.
- Applies training to the handling of hazardous materials and hazardous wastes.
- Wash vehicles, clean interiors, perform safety inspections and fuel vehicles.
- Cleans and maintains shop and shop equipment continually while performing regular duties. Clean entire shop periodically, as directed or whenever possible.



## **STOREKEEPER I**

- Under direction, to supervise the activities of the Police Fleet Maintenance Parts Room and related storage facility; and perform related work.
- Maintain manual and computer records documenting movement of parts, materials and supplies. Perform inventory control.
- Enter parts and inventory data into fleet management system.
- Process parts requests and transfers.
- Maintain fleet parts & supply inventory database for area stations. Monitor area station inventories and perform adjustments as needed.
- Contacts vendors and providers to research costs.
- Maintain invoices, statements and records on expenditures.
- Process invoices and related documents and forward to Fiscal Management.
- Issue parts and supplies to mechanics, service technicians, and other customers. Issue parts to open work orders in fleet management system.
- Stock shelves, organize and maintain Parts Room.
- Supervise and participate in the work of subordinate(s) engaged in receiving, inspecting, and issuing auto parts, materials and supplies.
- Plan and assign work. Provide instruction and maintain quality control.
- Conduct follow-up with vendors and suppliers regarding orders, costs, shipping, etc.

## **SENIOR MOTIVE SERVICE TECHNICIAN**

- Under general supervision, to perform a wide variety of servicing duties and minor repairs on automobiles, trucks, vans and other emergency equipment along with shop equipment. Prepare work orders and related reports using fleet management system. Monitor & Maintain inventory of shop service supplies (glass cleaner, towels, tires, batteries, etc.).
- Provide leadership and training for subordinate personnel.
- Perform preventive maintenance inspections of all equipment. Inspect brakes. Must have the ability to determine the operational safety of equipment.
- Inspect and replace heater, radiator and other hoses as necessary.
- Repair, mount and balance tires. Perform battery service. Replace lamps, starters, alternators, radiators, fuel pumps, water pumps and all drive belts. May be required to assist Equipment Mechanics.
- Operate Tow Truck on service calls to retrieve vehicles. Perform emergency repairs in the field. Tow in motorcycles and scooters. Perform daily inspection of Tow Truck.
- Participate in the construction and conversion of new Police vehicles and the preparation of trade-in vehicles.
- Monitor fuel inventory, stick tanks, order fuel, and make simple reports. Inspect and maintain fuel system, monitoring system and underground tanks. Fuel fleet vehicles at the beginning of shift.
- Perform routine service and minor repairs to car wash and air compressor.
- Monitor fuel-island continually to provide immediate assistance to personnel needing island service. Perform related duties.
- Wash & wax vehicles, clean interiors, perform safety inspections. Fuel vehicles.
- Clean and maintain shop and shop equipment continually while performing regular duties. Clean entire shop periodically, as directed or whenever possible.

## MOTIVE SERVICE TECHNICIAN

- Under general supervision, to perform a wide variety of servicing duties and minor repairs on automobiles, trucks, vans and other emergency equipment along with shop equipment. Prepare work orders and related reports using fleet management system.
- Monitor fuel-island continually to provide immediate assistance to personnel needing island service.
- Wash & wax vehicles, clean interiors, perform safety inspections. Fuel vehicles.
- Perform preventive maintenance inspections of all equipment. Inspect brakes. Must have the ability to determine the operational safety of equipment.
- Inspect and replace heater hoses, radiator and other hoses as necessary.
- Inspect fan, alternator and other drive belts and replace if needed.
- Test, service, charge and replace batteries. Replace lamps.
- Repair, mount and balance tires.
- Service air compressor, and car wash.
- Monitor fuel inventory, stick tanks, order fuel, and make simple reports.
- Operate Tow Truck on service calls to retrieve vehicles. Perform emergency repairs in the field. Tow in motorcycles and scooters. Perform daily inspection of Tow Truck.
- Participate in the construction and conversion of new Police vehicles and the preparation of trade-in vehicles.
- Perform daily inspection of Tow Truck. Complete inspection log sheet.
- Clean and maintain shop and shop equipment continually while performing regular duties. Clean entire shop periodically, as directed or whenever possible.

## **STOCK CLERK**

- Under general supervision, to receive, store, and issue supplies and equipment at the main Police Automotive Maintenance Facility; and to perform related work.
- Orders parts and supplies and checks receipts against purchase orders to ensure that correct quantity and quality of items have been supplied.
- Place parts and other stock in proper storage bins and areas.
- Issues parts, supplies and equipment from stock room.
- Maintains records of stock received and issued at the main Police Automotive Maintenance Facility. Monitor inventory and prepare reports using fleet management system.
- Prepares supplies for mailing and delivery.
- Operates key cutting machine. Duplicates, cuts and issues keys for entire fleet. Maintains inventory of fleet keys.
- Apply training to the handling and storage of hazardous materials and hazardous wastes.
- Moves stock by hand or by use of truck or fork lift.
- Sweep, dust and maintain parts room and shop equipment continually while performing regular duties. Clean entire parts room periodically, as directed or whenever possible.

## **WORD PROCESSING OPERATOR**

- Under general supervision, to operate computerized word processing equipment; to produce finished documents by editing and revising programmed material; and to perform related clerical work.
- Perform word processing and a variety of complex clerical functions.
- Process all vehicle registrations and related DMV documents for Department vehicles.
- Enter vehicle data into fleet management software system. Monitor and run reports from Automated Fuel Management program.
- Perform data queries and produce various reports including Fleet Management and Automated Fuel System reports.
- Perform front office administrative functions.
- Serve as secretary to management personnel.
- Create forms and revise existing computerized forms.
- Produce minutes and finished documents from hand written drafts or dictated material.

## **CLERICAL ASSISTANT II**

- Under general supervision, to perform a variety of clerical work of average difficulty and to perform related work.
- Assembles data and prepares reports.
- Serves as a receptionist for division front office.
- Sorts and files records and other documents. Maintains files, logs and reports pertaining to the operation of Automotive Maintenance Division.
- Processes payroll for entire division.
- Types correspondence, reports, forms, requisitions, and a variety of other documents. Reviews records for accuracy and completeness.
- Answers inquiries over the telephone and counter regarding Automotive Maintenance Division, City services and general departmental procedures and policies.
- Orders and distributes office supplies. Maintains inventories and invoices of supplies.
- Maintains manual and computer records documenting Automated Fuel System transactions. Run fuel system reports. Programs fuel Keys.
- Sorts and routs incoming and outgoing mail.
- Maintains petty cash fund.
- Photocopies and collates various documents.
- Maintains files and update forms supply.

**CENTRAL DAYS**  
**Garage Operating Procedures**  
**Sr. Technicians / Designees / On Duty Personnel**

**DAILY**

- Supervisor to perform lot check at beginning of shift.
- Open shop (0515 hrs.) - Lights, compressor, oil line to pump, turn phone's on, etc.
- Unlock fuel pumps, Monitor fuel island until the start of the Motive Service Technicians Shift.
- Keep at least one bay door open on each side of shop during regular business hours including Service Area.
- Complete daily fuel inventory forms and inspect fuel nozzles, fill wells, etc.
- Inspect underground tank monitoring panel for proper operation... enter status on inspection record.
- Senior MST travel to CE Division to check Black and Whites for (repairs, service due and license plate tags). When Senior is not available Supervisor will select Mechanic or Service Tech to inspect CE Division.
- Fuel and inspect all vehicles before putting on finished line...*check lights, oil, remove trash from interior and trunk, check trunk for flares on patrol vehicles.*
- Continually monitor Fuel Island and immediately assist any and all personnel needing service! •  
    Check the "Work Board" for repairs and complete all minor repairs. Check for "services due."
- Work the Board from Priority One tasks. Complete repairs begun by Night Shift.
- Complete any or all assigned tasks.
- Clean, inspect and wax loaner vehicles during slow times, notify Supervisor when caught up.
- Wash Chief's cars on Tuesday, Wednesday and Thursday. Wash Captain's, Lieutenant's and Fleet Administrator's vehicles by special request or as needed.
- Enter work and parts in Fleet Anywhere when vehicle is completed or work is complete for that shift.
- Clean work area and shop 15 minutes before the end of shift. Empty trash and waste oil caddies after "each shift."

**WEEKLY**

- Monday morning - supervisor or designee emails Monday Downtime Report to Fleet Administrator.
- Monday mornings... turn in completed fuel sheets to supervisor.
- Clean all fill wells on underground storage tanks. Clean compressor, trash bin and steam cleaning area.
- Clean shop apron. Clean vacuums and service towel dispensers. Fill water buckets.
- Service and clean car wash biweekly.

**MONTHLY**

Turn in tank monitoring sheet.

**QUARTERLY**

- Service and clean air compressor.
- General shop cleanup, remove all equipment and clean.

# **CENTRAL NIGHTS**

## **Garage Operating Procedures**

### **Sr. Technicians / Designees / On Duty Personnel**

#### **NIGHTLY**

- Supervisor to perform lot check at beginning of shift. Begin work at 1430 (36-44) and 1500 on 8hr. shift. Be at work station and working.
- Keep at least one bay door open on each side of shop during regular business hours (*weather permitting*).
- Empty trash and inspect shop for necessary clean-up or repair of shop equipment.
- Senior MST travel to CE Division to inspect Black and Whites before 3<sup>rd</sup> Shift begins at 2100. On nights when Senior MST not available Supervisor will select Mechanic or Service Tech to attend CE Division.
- Senior MST to travel to HQ to check for service due and license plate tags.
- Fuel sheets will be turned in to supervisor when page is full. Turn in last fuel sheet at the end of shift .
- Continually monitor Fuel Island and immediately assist any and all personnel needing service!
- Check the “Work Board” for repairs and complete all minor repairs. Check for “services due.”
- Work the Board from Priority One down. Complete repairs begun by Day Shift.
- Complete any or all assigned tasks.
- Clean, inspect and wax loaner vehicles during slow times or when caught up.
- Enter work and parts in Fleet Anywhere when vehicle is completed or work is complete for that shift.
- Clean work area and shop one 15 minutes before the end of shift.

#### **WEEKLY**

- Monday evening - supervisor or designee emails Monday Downtime Report to Fleet Administrator.
- Clean shop apron. Clean vacuums and service towel dispensers. Fill water buckets.

#### **MONTHLY**

- Turn in tank monitoring sheet.

#### **QUARTERLY**

- General shop clean up, remove all equipment and clean.



# **CENTRAL PARTS ROOM**

## **Operating Procedures**

### **All On Duty Personnel**

#### **DAILY**

- Open shop at 0600 hrs. Turn on lights, open roll-up door and receiving door. Body Shop personnel man parts Room until Parts personnel arrive at 0700 hrs.
- Check work orders waiting for parts and match them up with night shift parts requisitions.
- Conduct walk-through inspection of parts room
- Post parts used by night shift onto work orders.
- Place special orders for parts and reorder for stock.
- Take care of customer's needs at the parts counter as well as phone requests.
- Receive deliveries of stock and non-stock items. Notify Division personnel of special orders received.
- Pick up parts & supplies as needed.
- Review status of parts on order for dates and time due.
- Process invoices and packing slips. Make copies and maintain vendor files.

#### **WEEKLY**

- Twice weekly, run a "parts to reorder" report for Central and Motorcycle shops.
- Check "red" computer screen on Wednesdays.
- Clean one row of shelving each Thursday.
- Clean Parts Room floor on Fridays.

#### **MONTHLY**

- Physical Cyclical Inventory for Central and Motorcycle Shops.
- Close vendor files by month.
- Revise Departmental P.O. and City open P.O.

#### **QUARTERLY**

- Run Obsolete parts report

#### **ANNUALLY**

- Replace parts catalogs.

# **BODY SHOP**

## **Body and Fender Mechanics/ Equipment Painter**

### **DAILY**

- Open shop (0515 or 0600 hrs.) -unlock all doors, open one garage door (weather permitting), turn on computers, and lights.
- Unlock shop tool locker(s) and light off compressors.
- Keep at least one bay door open and operate air purification fan as necessary.
- Perform assigned tasks or check the “board” for repair orders in supervisor’s absence.
- Order parts and supplies through supervisor or designated person.
- All Work Orders must be completed (record parts, labor, comments) and turned in upon completion of each job including “Work Finished” to C-BS work orders.
- Wash exterior and clean interior, gas up, and do the designated vehicle check before placing finished vehicle into service.
- Complete any and all assigned tasks.
- Record hazardous materials VOC content as applied on Coating Usage Chart.
- 1415 – 1445 hours, return all shop tools to locked cabinets.
- Clean shop, coil up hoses and drop cords, empty trash cans.
- Close shop (1500 hours) lock tool lockers, close air line valves, close compressed gas tanks and bleed off pressure, and turn off lights except night light, lock all doors except to supervisor’s office.

### **WEEKLY**

- Monday morning - supervisor or designee emails Monday Downtime Report to Fleet Administrator.
- Monitor paint booth manometer.
- Conduct weekly hazardous materials inspection. Complete inspection form and turn into supervisor.
- Service and clean shop equipment as needed.
- Thoroughly clean shop interior and exterior aprons.

### **MONTHLY**

- Turn in Coating Usage Chart.
- Check and sign fire extinguisher inspection tags.
- Monitor overhead exhaust fan manometer.

### **QUARTERLY**

- Service and clean Chief E-Z Liner frame machine.
- Service and clean Unihydro – Iron Worker

# EASTERN

## Garage Operating Procedures

### Sr. Technicians / Designees / On Duty Personnel

- Open shop (0530 hrs.) - lights, compressor, oil line to pump, etc.
- Keep at least one bay door open on each side of shop during regular business hours (*weather permitting*).
- Stick fuel tanks (1430 hrs). Complete daily fuel inventory forms and inspect fuel nozzles, fill wells, etc.
- Inspect underground tank monitoring panel for proper operation... enter status on inspection record.
- Fuel and inspect all marked vehicles twice daily. Drive to the pumps... *check lights, oil, remove trash from interior and trunk, check trunk for flares. Lock all vehicles!*

**AM...** Beginning of shift... after fuel sheets are complete. *Before, during and after shift change.*

**PM...** Beginning of second shift. *Before, during and after shift change. Fuel and inspect all pastels during this shift.*

- Perform a “Lot Check.” Park vehicles in appropriate marked parking spaces.  
Notify supervisor if vehicle fueling and lot check functions cannot be completed by 1.5 hrs. after start of shift!
- Continually monitor Fuel Island and immediately assist any and all personnel needing service!
- Check the “Work Board” for repairs, maintenance tasks and complete all minor repairs. Check for “services due.”
- Complete any or all assigned tasks.
- Clean, inspect and wax vehicles during slow times or when caught up.
- Wash Captain’s car on Mondays and Thursdays. Wash Lieutenant’s and garage supervisor’s vehicles as needed.
- Clean work area and shop 15 minutes before end of shift. Empty trash “each shift.”

### WEEKLY

- Monday mornings... turn in completed fuel sheets to supervisor.
- Monday morning - supervisor or designee emails Monday Downtime Report to Fleet Administrator.
- Conduct weekly hazardous materials inspection. Complete inspection form.
- Clean all fill wells on underground storage tanks. Clean compressor/trash bin area.
- Clean shop apron. Clean vacuums and service towel dispensers. Fill water buckets.
- Service and clean car wash biweekly... *Last Thursday of the pay period.*
- Stick tanks... New Oil, Waste Oil and Diesel. (*Night shift*)
- Clean and inspect RSVP vehicles, transport vans and prisoner vans.
- Wednesday nights, transport brake cores, used oil filters and used tires and pick up flares.  
(*Night shift*)

### MONTHLY

- Turn in tank monitoring sheet.

### QUARTERLY

Service and clean air compressor.

# MID-CITY

## Sr. Technicians / Designees / On Duty Personnel

### DAILY

- Open shop (0530 hrs.) - lights, compressor, oil line to pump, etc.
- Keep at least one bay door open on each side of shop during regular business hours (*weather permitting*).
- Stick fuel tanks (1430 hrs). Complete daily fuel inventory forms and inspect fuel nozzles, fill wells, etc.
- Inspect underground tank monitoring panel for proper operation... enter status on inspection record.
- Fuel and inspect all marked vehicles twice daily. Drive to the pumps... *check lights, oil, remove trash from interior and trunk, check trunk for flares. Lock all vehicles!*  
**AM...** Beginning of shift... after fuel sheets are complete. *Before, during and after shift change.*  
**PM...** Beginning of second shift. *Before, during and after shift change. **Fuel and inspect all pastels during this shift.***
- Perform a "Lot Check." Park vehicles in appropriate marked parking spaces.  
**Notify supervisor if vehicle fueling and lot check functions cannot be completed by 1.5 hrs. after start of shift!**
- Continually monitor Fuel Island and immediately assist any and all personnel needing service!
- Check the "Work Board" for repairs, maintenance tasks and complete all minor repairs. Check for "services due."
- Complete any or all assigned tasks.
- Clean, inspect and wax vehicles during slow times or when caught up.
- Wash Captain's car on Mondays and Thursdays. Wash Lieutenant's and garage supervisor's vehicles as needed.
- Clean work area and shop 15 minutes before end of shift. Empty trash "each shift."

### WEEKLY

- Monday mornings... turn in completed fuel sheets to supervisor.
- Monday morning - supervisor or designee emails Monday Downtime Report to Fleet Administrator.
- Conduct weekly hazardous materials inspection. Complete inspection form.
- Clean all fill wells on underground storage tanks. Clean compressor/trash bin area.
- Clean shop apron. Clean vacuums and service towel dispensers. Fill water buckets.
- Service and clean car wash biweekly... *Last Thursday of the pay period.*
- Stick tanks... New Oil, Waste Oil and Diesel. (**Night shift**)
- Clean and inspect RSVP vehicles, transport vans and prisoner vans.
- Wednesday nights, transport brake cores, used oil filters and used tires and pick up flares. (**Night shift**)

### MONTHLY

- Turn in tank monitoring sheet.

### QUARTERLY

Service and clean air compressor.

# NORTHEASTERN

## Garage Operating Procedures

### Sr. Technicians / Designees / On Duty Personnel

- Open shop (0530 hrs.) - lights, compressor, oil line to pump, etc.
- Keep at least one bay door open on each side of shop during regular business hours (*weather permitting*).
- Complete daily fuel inventory forms and inspect fuel nozzles, fill wells, etc.
- Inspect underground tank monitoring panel for proper operation... enter status on inspection record.
- Fuel and inspect all marked vehicles twice daily. Drive to the pumps... *check lights, oil, remove trash from interior and trunk, check trunk for flares. Lock all vehicles!*  
**AM...** Beginning of shift... after fuel sheets are complete. *Before, during and after shift change.*  
**PM...** Beginning of second shift. *Before, during and after shift change. Fuel and inspect all pastels during this shift.*

Perform a "Lot Check." Park vehicles in appropriate marked parking spaces.

**Notify supervisor if vehicle fueling and lot check functions cannot be completed by 1.5 hrs. after start of shift!**

- Continually monitor Fuel Island and immediately assist any and all personnel needing service!
- Check the "Work Board" for repairs, maintenance tasks and complete all minor repairs. Check for "services due."
- Complete any or all assigned tasks.
- Clean, inspect and wax vehicles during slow times or when caught up.
- Wash Captain's car on Mondays and Thursdays. Wash Lieutenant's and garage supervisor's vehicles as needed.
- Clean work area and shop 15 minutes before end of shift. Empty trash "each shift."

### WEEKLY

- Monday mornings... turn in completed fuel sheets to supervisor.
- Monday morning - supervisor or designee emails Monday Downtime Report to Fleet Administrator.
- Conduct weekly hazardous materials inspection. Complete inspection form.
- Clean all fill wells on underground storage tanks. Clean compressor/trash bin area.
- Clean shop apron. Clean vacuums and service towel dispensers. Fill water buckets.
- Service and clean car wash biweekly... *Last Thursday of the pay period.*
- Stick tanks... New Oil, Waste Oil and Diesel. (*Night shift*)
- Clean and inspect RSVP vehicles, transport vans and prisoner vans.
- Wednesday nights, transport brake cores, used oil filters and used tires and pick up flares. (*Night shift*)

### MONTHLY

- Turn in tank monitoring sheet and fuel logs... *County, Fire, etc.* Place new fuel logs on gas island clipboard!

### QUARTERLY

Service and clean air compressor.

# NORTHERN

## Sr. Technicians / Designees / On Duty Personnel

- Open shop (0530 hrs.) - lights, compressor, oil line to pump, etc.
- Keep at least one bay door open on each side of shop during regular business hours (*weather permitting*).
- Complete daily fuel inventory forms and inspect fuel nozzles, fill wells, etc.
- Inspect underground tank monitoring panel for proper operation... enter status on inspection record.
- Fuel and inspect all marked vehicles twice daily. Drive to the pumps... *check lights, oil, remove trash from interior and trunk, check trunk for flares. Lock all vehicles!*

**AM...** Beginning of shift... after fuel sheets are complete. *Before, during and after shift change.*

**PM...** Beginning of second shift. *Before, during and after shift change. Fuel and inspect all pastels during this shift.*

- Perform a "Lot Check." Park vehicles in appropriate marked parking spaces.  
Notify supervisor if vehicle fueling and lot check functions cannot be completed by 1.5 hrs. after start of shift!
- Continually monitor Fuel Island and immediately assist any and all personnel needing service!
- Check the "Work Board" for repairs, maintenance tasks and complete all minor repairs. Check for "services due."
- Complete any or all assigned tasks.
- Clean, inspect and wax vehicles during slow times or when caught up.
- Wash Captain's car on Mondays and Thursdays. Wash Lieutenant's and garage supervisor's vehicles as needed.
- Clean work area and shop 15 minutes before end of shift. Empty trash "each shift."

## WEEKLY

- Monday mornings... turn in completed fuel sheets to supervisor.
- Monday morning - supervisor or designee emails Monday Downtime Report to Fleet Administrator.
- Conduct weekly hazardous materials inspection. Complete inspection form.
- Clean all fill wells on underground storage tanks. Clean compressor/trash bin area.
- Clean shop apron. Clean vacuums and service towel dispensers. Fill water buckets.
- Service and clean car wash biweekly... *Last Thursday of the pay period.*
- Stick tanks... New Oil, Waste Oil and Diesel. (*Night shift*)
- Clean and inspect RSVP vehicles, transport vans and prisoner vans.
- Wednesday nights, transport brake cores, used oil filters and used tires and pick up flares.  
(*Night shift*)

## MONTHLY

- Turn in tank monitoring sheet.

## QUARTERLY

Service and clean air compressor.

# SOUTHEASTERN

## Garage Operating Procedures

### Sr. Technicians / Designees / On Duty Personnel

- Open shop (0530 hrs.) - lights, compressor, oil line to pump, etc.
- Keep at least one bay door open on each side of shop during regular business hours (*weather permitting*).
- Complete daily fuel inventory forms and inspect fuel nozzles, fill wells, etc.
- Inspect underground tank monitoring panel for proper operation... enter status on inspection record.
- Fuel and inspect all marked vehicles twice daily. Drive to the pumps... *check lights, oil, remove trash from interior and trunk, check trunk for flares. Lock all vehicles!*  
**AM...** Beginning of shift... after fuel sheets are complete. *Before, during and after shift change.*  
**PM...** Beginning of second shift. *Before, during and after shift change. Fuel and inspect all pastels during this shift.*
- Perform a “Lot Check.” Park vehicles in appropriate marked parking spaces.  
**Notify supervisor if vehicle fueling and lot check functions cannot be completed by 1.5 hrs. after start of shift!**
- Continually monitor Fuel Island and immediately assist any and all personnel needing service!
- Check the “Work Board” for repairs, maintenance tasks and complete all minor repairs. Check for “services due.”
- Complete any or all assigned tasks.
- Clean, inspect and wax vehicles during slow times or when caught up.
- Wash Captain’s car on Mondays and Thursdays. Wash Lieutenant’s and garage supervisor’s vehicles as needed.
- Clean work area and shop 15 minutes before end of shift. Empty trash “each shift.”

### WEEKLY

- Monday mornings... turn in completed fuel sheets to supervisor.
- Monday morning - supervisor or designee emails Monday Downtime Report to Fleet Administrator.
- Conduct weekly hazardous materials inspection. Complete inspection form.
- Clean all fill wells on underground storage tanks. Clean compressor/trash bin area.
- Clean shop apron. Clean vacuums and service towel dispensers. Fill water buckets.
- Service and clean car wash biweekly... *Last Thursday of the pay period.*
- Stick tanks... New Oil, Waste Oil and Diesel. (*Night shift*)
- Clean and inspect RSVP vehicles, transport vans and prisoner vans.
- Wednesday nights, transport brake cores, used oil filters and used tires and pick up flares.  
(*Night shift*)

### MONTHLY

- Turn in tank monitoring sheet and fuel logs... *County, Fire, etc.* Place new fuel logs on gas island clipboard!

### QUARTERLY

Service and clean air compressor.

# SOUTHERN

## Sr. Technicians / Designees / On Duty Personnel

- Open shop (0530 hrs.) - lights, compressor, oil line to pump, etc.
  - Keep at least one bay door open on each side of shop during regular business hours (*weather permitting*).
  - Complete daily fuel inventory forms and inspect fuel nozzles, fill wells, etc.
  - Inspect underground tank monitoring panel for proper operation... enter status on inspection record.
  - Fuel and inspect all marked vehicles twice daily. Drive to the pumps... *check lights, oil, remove trash from interior and trunk, check trunk for flares. Lock all vehicles!*
- AM...** Beginning of shift... after fuel sheets are complete. *Before, during and after shift change.*
- PM...** Beginning of second shift. *Before, during and after shift change. **Fuel and inspect all pastels during this shift.***
- Perform a “Lot Check.” Park vehicles in appropriate marked parking spaces.  
Notify supervisor if vehicle fueling and lot check functions cannot be completed by 1.5 hrs. after start of shift!
  - Fuel and inspect pastels, RSVP, undercover and utility vehicles.
  - Continually monitor Fuel Island and immediately assist any and all personnel needing service!
  - Check the “Work Board” for repairs, maintenance tasks and complete all minor repairs. Check for “services due.”
  - Complete any or all assigned tasks.
  - Clean, inspect and wax vehicles during slow times or when caught up.
  - Wash Captain’s car on Monday, Wednesday and Friday. Wash Lieutenant’s and garage supervisor’s vehicles as needed.
  - Clean work area and shop 15 minutes before end of shift. Empty trash “each shift.”

## WEEKLY

- Monday mornings... turn in completed fuel sheets to supervisor.
- Monday morning - supervisor or designee emails Monday Downtime Report to Fleet Administrator.
- Conduct weekly hazardous materials inspection. Complete inspection form.
- Clean all fill wells on underground storage tanks. Clean compressor/trash bin area.
- Clean shop apron. Clean vacuums and service towel dispensers. Fill water buckets.
- Service and clean car wash biweekly... *Last Thursday of the pay period.*
- Stick tanks... New Oil, Waste Oil and Diesel.
- Clean and inspect RSVP vehicles, transport vans and prisoner vans.
- Transport used tires to Eastern and used oil filters to Central. Pick up flares.

## MONTHLY

Turn in tank monitoring sheet.

## QUARTERLY

Service and clean air compressor.



# WESTERN

## Garage Operating Procedures

### Sr. Technicians / Designees / On Duty Personnel

- Open shop (0530 hrs.) - lights, compressor, oil line to pump, etc.
- Keep at least one bay door open on each side of shop during regular business hours (*weather permitting*).
- Complete daily fuel inventory forms and inspect fuel nozzles, fill wells, etc.
- Inspect underground tank monitoring panel for proper operation... enter status on inspection record.
- Fuel and inspect all marked vehicles twice daily. Drive to the pumps... *check lights, oil, remove trash from interior and trunk, check trunk for flares. Lock all vehicles!*  
**AM...** Beginning of shift... after fuel sheets are complete. *Before, during and after shift change.*  
**PM...** Beginning of second shift. *Before, during and after shift change. Fuel and inspect all pastels during this shift.*
- Perform a "Lot Check." Park vehicles in appropriate marked parking spaces.  
Notify supervisor if vehicle fueling and lot check functions cannot be completed by 1.5 hrs. after start of shift!
- Continually monitor Fuel Island and immediately assist any and all personnel needing service!
- Check the "Work Board" for repairs, maintenance tasks and complete all minor repairs. Check for "services due."
- Complete any or all assigned tasks.
- Clean, inspect and wax vehicles during slow times or when caught up.
- Wash Captain's car on Mondays and Thursdays. Wash Lieutenant's and garage supervisor's vehicles as needed.
- Clean work area and shop 15 minutes before the end of shift. Empty trash "each shift."

### WEEKLY

- Monday mornings... turn in completed fuel sheets to supervisor.
- Monday morning - supervisor or designee emails Monday Downtime Report to Fleet Administrator.
- Conduct weekly hazardous materials inspection. Complete inspection form.
- Clean all fill wells on underground storage tanks. Clean compressor/trash bin area.
- Clean shop apron. Clean vacuums and service towel dispensers. Fill water buckets.
- Service and clean car wash biweekly... *Last Thursday of the pay period.*
- Stick tanks... New Oil, Waste Oil and Diesel. (*Night shift*)
- Clean and inspect RSVP vehicles, transport vans and prisoner vans.
- Wednesday nights, transport brake cores, used oil filters and used tires and pick up flares.  
(*Night shift*)

### MONTHLY

- Turn in tank monitoring sheet.

### QUARTERLY

- Service and clean air compressor.

# ADMINISTRATIVE PROCEDURES

## Shop Rules and Standards

1. Employees are to be on line and ready to work at the beginning of their shift.
2. Coffee breaks are of 15 minutes duration (twice during a shift).
3. Lunch break is of 30 minutes duration (once during a shift).
4. If an employee has a question or complaint about rules, regulations or procedures, they are to bring such question to the attention of his/her immediate supervisor as the first step in resolving any problems that might arise within the Auto Maintenance Facility.
5. Each employee is responsible for keeping his/her work orders current. All work orders must be completed "upon completion of each job". Work orders should not be held open until the end of the shift!
6. Each employee is responsible for his/her uniforms. The employee should report any loss immediately to the uniform company route driver. Each employee is furnished with eleven shirts and eleven pants and must wear a fresh, clean set daily.
7. Each employee is responsible for maintaining his or her work area in an orderly and reasonably clean manner. All employees will clean and maintain shop equipment continually while performing regular duties.
8. Personal incoming phone calls are disruptive to the work environment and should be limited to emergency calls. Calls from the spouse, children, friends, etc., are not appropriate. Outgoing calls should be made during breaks and lunchtime.
9. If an employee is sick, it is the responsibility of that employee to call his/her immediate supervisor at least one hour in advance of the start of employee's shift. Should the employee not be able to contact his/her immediate supervisor, the employee shall then contact the Fleet Maintenance Supervisor. If the FMS is unavailable, the employee shall contact the Fleet Administrator. In the event the employee cannot reach anyone within the chain of command, he/she shall then notify the Watch Commander who will in turn see that the Fleet Administrator is notified of the absence.
10. Each employee is responsible for completing time cards completely and accurately, and submitting them for review at the time requested by supervisor or Department Announcement prior to pay period end.
11. All Auto Maintenance personnel shall read and be familiar with the Policy and Procedures Manual. Additions or changes will be made from time to time. Each member is required be familiar with the contents. Policies & Procedures are available on the 'F' drive.

## Appearance

1. All employees shall maintain a professional appearance through appropriate attire reflecting the specific work clothing requirements of his/her job classification and the standards expected of a Police Department employee.
2. Each employee shall maintain an inoffensive level of personal hygiene and a neat, clean appearance.
3. All automotive classified employees shall wear a furnished clean fresh uniform (shirt/pants, coveralls, smock, etc.) daily, unless a written medical or verbal supervisor exception has been made.
4. All automotive classified employees shall wear the Department furnished clean uniform jacket/vest when cold or inclement weather dictates. When the Department furnish jacket/vest is being laundered, the employee shall wear a jacket/vest similar to the city issued one in black, navy blue or blue gray in color. The uniform company shall have the jacket/vest cleaned and returned in a reasonable time. Supervisors shall be notified if the garment is not returned within a reasonable time (2 weeks). Employees may elect to clean their jacket/vest at home or at a commercial dry cleaner/laundry at their own expense.
5. Automotive classified employees shall wear only Department issued uniform jackets/vests as external clothing except as stated in the paragraph above and below. No other external wear, such as sweatshirts, long sleeve shirts, or jackets/vests (except as previously stated) shall be worn.
6. All employees shall report to work in clean clothing, free from tears, stains, or needed repairs. Loose sleeves, shirttails, ties, lapels, cuffs, or other loose clothing, which can be entangled in moving machinery or equipment, shall not be worn. Uniform shirts will be buttoned except for the top color button and shirttails tucked into the pants.
7. Clothing saturated or impregnated with flammable liquids, corrosive substances, irritants, or oxidizing agents shall be removed immediately (during duty hours) and shall not be worn until properly cleaned.
8. Each employee shall wear the appropriate personal safety equipment (such as hearing protection, eye protection, face shields, gloves, aprons, respirators, etc.) during actual or possible exposure to health and safety hazards.

9. Automotive classification and parts personnel (parts clerk / storekeepers) shall wear safety toe footwear. Only written medical exceptions will be allowed. Safety toe footwear for Equipment Repair and Metal Fabrication Supervisors is optional.
10. All personnel shall wear full shirts and pants, coveralls, or smock, etc. (male) or skirt/pants and blouse (female), shoes and socks. Employees who are exposed to internal/external customers shall wear the appropriate business attire required by DP. Inappropriate apparel includes seethrough clothing, shorts of any type, flip-flops or thongs, tank or midriff tops and T-shirts (except those specified for casual Friday wear).
11. Optional Navy Blue Division T-shirts are available for individual purchases for wear on casual Friday. This T-shirt is designated to wear as an optional outer garment on Fridays during warm/hot temperature days or as an optional under garment throughout the year.
12. Optional multi-color design Polo shirts are available for individual purchases for wear outside of normal duty locations and for supervisory/administrative personnel. Automotive classified employees may wear these shirts at external/internal training, external meetings, as OCA supervisor, and other approved events.
13. Hats, shirts, blouses, or jackets will not reference alcohol or drugs, contain sexually explicit or implicit language, contain profane or vulgar language, symbol or word, or in the reasonable judgment of the supervisor, are inappropriate, unprofessional dress for Automotive Maintenance personnel.
14. Sunglasses are not to be worn indoors.
15. The American Flag has been approved for wear on the left sleeve of the Department uniform at the employee's expense.
16. Employees may change out of the Department uniform at work (locker rooms) after clean up of the individual and common areas. The clean up period will commence no earlier than 15 minutes and no later than 10 minutes from the end of the work shift. This does not constitute leaving work before the end of shift.
17. Auto Maintenance supervisors maintain the option to choose no more than three different style/color shirts and pants from the division's contracted uniform service provider not to exceed eleven shirts (poplin, oxford or dress) and eleven pants (industrial plain/pleated or western-style).
18. These guidelines establish minimum standards normally applicable. They will be reasonably applied in order to accommodate the various situations not specified in this policy.

## **Seniority**

Auto Maintenance Division seniority is defined as the longest continuous service in the classification in the Department. In the case where two or more employees have the same department length of service in the classification, the one with the longest City service shall be senior.

Seniority for vacation schedules and vacancy bids shall be based on the seniority criteria above. Selection for Out-of-Class (OCA) assignments shall be made in accordance with the standing MOUs with MEA and Local 127 along with existing division policy on OCA.

## **Payroll / Time Cards**

All time cards for garage personnel are delivered to the Central Fleet Maintenance Facility. The Clerical Assistant II distributes the cards by placing them in the supervisor's mail bins.

The area station supervisors pick up the time cards at Central, then take them to their area station and place them in their station's time card rack.

Each Auto Maintenance supervisor is responsible for keeping administrative personnel informed of any change of status of their employees. Administrative Personnel maintain a daily time sheet for all Auto Maintenance personnel.

Each employee is responsible for filling out his/her time card completely and correctly before signing. The Auto Maintenance supervisors collect the cards from their units and check them for accuracy. The supervisors will then transport the time cards to Central and place them in the time card rack or Clerical Assistant's mail inbox. The CA-II will process the cards by checking them collectively and reconcile the information with the Daily Time Sheets and inform the employee or his/her supervisor of any inconsistencies or corrections. The CA-II will then forward the time cards to Payroll.

**Auto Maintenance**

**Organization Number**

**Job Order Number**

79931

079931

## **New Hires**

When a new employee reports to work, his/her immediate supervisor shall see that he/she:

- Is taken to division administration to begin process
- Is taken to Personnel for ID card
- Is taken to Payroll for time card and instruction.
- Gets uniforms as described in the M.O.U. for Local 127.
- Is given a copy of the Department Rules and Regulations.
- Is informed of and provided a copy of general and specific job performance standards.
- Is introduced to his/her co-workers and shown the routine of his/her particular job assignment.

A new employee is on probation for one year, with progress reports prepared quarterly by the supervisor.

# VEHICLE PROCEDURES & INFORMATION

## Ordering New Vehicles

The following guidelines are used for placing new vehicle orders:

- Patrol vehicles at 100,000+ miles, or 10 years
- Pastel / Utility vehicles at 100,000+ miles, or 10 years
- Undercover vehicles at 100,000+ miles, or 10 years
- Motorcycles at 75,000 miles or 7 years
- Scooters at 35,000 miles or 7 years
- Boats as required

When new vehicles are to be ordered by City Purchasing, the Fleet Administrator, along with the unit in need of the vehicles, writes up a list of specifications to City Purchasing. This list consists of any accessories or modifications needed in the vehicles that the dealers will have to bid on. Once the specifications have been approved, the request for bids is sent to the dealers who, in turn, submit bids to City Purchasing. The dealer who submits the lowest responsive and responsible bid is normally awarded the contract for the new vehicles. The contract may call for trade-in of the old vehicles when the new ones are delivered. Vehicles will normally be sold at City contract auctions.

Patrol vehicles being replaced must be converted back to original operation... radios removed, light bars and cages taken out and door & ignition locks must be recoded or changed from "fleet locks." The new vehicles will put into service as patrol cars.

Other vehicles being replaced are exchanged on a one-for-one basis with the receiving units.

## **Receiving New Vehicles**

When new vehicles are available from the contract dealer, the dealer contacts the Fleet Administrator to advise him/her of how many vehicles have arrived. The Fleet Administrator then checks the new vehicles to see if they meet the specifications of the contract. Once the specifications have been met, the Fleet Administrator accepts delivery of the vehicles. Should there be any discrepancies in the shipment, the dealer will make any necessary changes or modifications to meet the specifications agreed to in the contract.

The vehicles are delivered to a specified area substation for conversion.

## **Converting New Vehicles For Police Use**

At the time the vehicles are delivered to the designated substation, they are checked for compliance with specifications on the shipment. Garage personnel perform the "Pre-Delivery Inspection" on the Ford patrol vehicles and forward the inspection forms to the Ford Dealer. The City's Radio Shop performs installation of the radio equipment... radios, Unitrol and MDT/MCT. Auto Maintenance Division performs the following...

- Install police decals, light bars, alley lights, switches, cages, baton holders, fire extinguisher brackets, trauma shooting kits, automated fuel modules, gun rack/lock assemblies and all necessary wiring.
- Disable rear windows, door latches and locks from inside (rear seat) operation.

When the vehicle is ready for service, the area station garage supervisor where the vehicle is to be assigned, arranges for vehicle to be picked up. The supervisor assigns the vehicle within that division's fleet and forwards a completed Vehicle Tracking Sheet to the Fleet Administrator and/or designee for assignment entry into the fleet management database.

Vehicles not intended for patrol use, or with limited equipment installations, such as pastel and undercover vehicles are processed in the same manner.

## **Vehicle Rotation**

Vehicles are periodically rotated throughout the Department under the direction of the Fleet Administrator to assure maximum usage during vehicle life cycle. Vehicles are distributed equitably based on year model, mileage, usage and wear. Every attempt is made to rotate similarly equipped vehicles.

The Equipment Repair Supervisor will inspect the vehicle prior to being transferred to another unit or division to assure that it is clean operational condition, free of interior & exterior damage, no outstanding repair issues, no torn seats, has a current smog inspection sheet and that the vehicle is not due for service or have any open work orders. Smog inspection sheet and speedometer calibration records will accompany the vehicle when transferred.



The Equipment Repair Supervisor gaining the vehicle will also inspect the vehicle. Upon acceptance, the supervisor will complete a Vehicle Tracking Sheet (Transfer Sheet) and forward it electronically to the Fleet Administrator and/or designee to perform the assignment change in the fleet management database. The gaining division also has the responsibility of contacting the Radio Shop to reprogram the radio to the needs of the current command.

### **Totaled Vehicles**

When a vehicle is brought into the Auto Maintenance Body Shop and has been determined to be a total loss by the Metal Fabrication Supervisor and the Fleet Administrator, the vehicle will be stripped of all usable parts and equipment. Several local wrecking yards are contacted and asked to submit bids on the totaled vehicle (usually there are at least two to four vehicles involved).

The yard submitting the highest responsive and responsible bid gets the remains. The winning bidder submits a copy of his bid along with his check or money order to City Purchasing. City Purchasing will issue a receipt and the pink slip of ownership to the wrecking yard. License plates from the totaled vehicles are turned in to the Department of Motor Vehicles by division personnel.

### **Retaining Vehicles That Are Being Surveyed**

In order to acquire use of, and retain in service, a vehicle that has been taken out of service, and is scheduled to be deleted from the fleet inventory and sold at auction, it is necessary that the following steps be taken.

- 1 A memo is to be written through the chain of command to the Fleet Administrator justifying the need for the vehicle and requesting the Chief's approval.
- 2 After the Fleet Administrator recommends approval, the memo is taken to the Chief's Office for approval to then retain the vehicle, thereby increasing the number of vehicles in the Police Department fleet.
- 3 Upon approval, the Chief's Office will notify the Fleet Administrator by memo of action taken so that the Auto Maintenance Division can reinstate the vehicle into inventory.

## **Vehicle Records**

The original certificates of ownership (pink slips) are maintained at City Purchasing, 1200 Third Avenue, Second Floor, Suite 200, 619-236-6000. Vehicle registrations are maintained in the Fleet Administration office. An additional copy is maintained in a sealed envelope in the glove compartment of each Department vehicle. Registration and license information for each vehicle is entered into the division's fleet management information system.

Smog inspection records are maintained at the garage facility at which the vehicle is assigned and copies are kept in a master file located in the Fleet Administration office.

Work orders, repair records and service records are maintained electronically in the division's fleet management information system. Other vehicle records and reports maintained in the fleet management information system include fuel history, parts usage, labor, warranty status, specialized equipment, accident & damage reports, vehicle assignments, vehicle history and cost analysis.

## **Parts Procurement & Supplies Information**

All Auto Maintenance supervisors, administrative and parts personnel maintain a three-hole black Purchase Order binder, which lists those commercial vendors with whom the City and Police Department have current accounts. Parts and services are requisitioned and/or procured by calling the vendor directly. The vendor charges the order to the current City/Department purchase order and delivers the parts or services to the requesting facility. In some cases, Auto Maintenance Personnel will pick up the parts if they are needed for immediate use.

When parts or services are delivered, Auto Maintenance personnel will sign the invoice and retain a copy. These invoices are checked, verified, logged and signed by the division Garage Supervisor or designee and sent to the Fleet Maintenance Supervisor to process and forward to Fiscal Management.

Some office supplies and some minor items (flashlight batteries, forms, etc.) are procured from the Police Department Supply Room using a PD-75 Store 75 Order Form. The form is available on the 'F' drive

Some Special order items are ordered through Administration Services on a PD #478 Order Form through Fiscal Management.

## **Disposing of Old Parts**

### **Batteries**

Used Batteries are picked up for disposal by the contracted vendor.

### **Tires**

Damaged and worn tires are stored at the Eastern Division tire storage area. When there is a significant amount of used tires, the current tire vendor is called and the tires are picked up. Tire vendors are selected on a bid basis. When the current vendor no longer wants to handle the old tires, several used tire dealers are called and asked to bid on the lot. The highest bidder then becomes the new dealer. He will then be authorized to pick up old tires as they accumulate.

### **Scrap Metal**

Each Automotive Maintenance Repair Facility disposes of scrap metal by delivering the scrap to the scrap metal bin located at the Body Shop.

### **Old Parts**

Obsolete or unused parts are sent back to the vendor for credit or boxed and processed for City/County Auction.

**SERVICE  
&  
REPAIR PROCEDURES**

## Vehicle Repair / Maintenance Requests

Department personnel needing any type of vehicle assistance can simply notify any Auto Maintenance employee during regular business hours or fill out a Vehicle Work Request Form and follow the simple directions located at the fuel island of any repair facility.

SAMPLE

---

SAN DIEGO POLICE DEPARTMENT *Auto  
Maintenance Division*

### Vehicle Work Request

Equipment # \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Repair

PM / Service

Radio / MDT

Other

*Specify Problem*

**Describe Problem or Maintenance Needed:**

---

---

---

Name: \_\_\_\_\_ ID# \_\_\_\_\_

Phone: \_\_\_\_\_

Pager: \_\_\_\_\_

*Optional*

---

## **Vehicles Out Of Service**

Vehicles that are down for service or repair shall not be released or put in service without the necessary work being performed! Spare vehicles and “pool cars” are usually available.

### **Spare Tire Procedures**

Any tire, which is designated as a spare in/on a vehicle, will be a serviceable tire. All spare tires should be inspected (serviceability/pressure) monthly.

Pursuit Vehicles will have a “Speed Rated Tire” as a spare at all times, unless the unit is authorized by the Police Fleet Administrator not to carry a spare tire for mission requirements. This authorization will be in writing. The spare will match the size/tread of the four mounted tires.

All other vehicles will possess a conventional or temporary spare according to the manufactures’ specifications.

A “Temporary Spare Tire” or “Conventional Spare Tire” will not to be used on a “Pursuit Vehicle”.

Regardless of the type of spare tire, it should be used to get a vehicle to a police repair facility as soon as practical. Repairs should be made and a serviceable spare should be provided in/on the vehicles.

Department personnel should generally contact the Automotive Maintenance Division during duty hours (M-F 0600-2400) and the Department Tow Truck Companies after duty hours, to change tires within the San Diego County. Department personnel may change the tire themselves or use their personal roadside assistance policy, but the only service the Department will pay is the authorized Tow Truck Company.

The vehicle and tire manufactures’ references shall be used to affirm any technical information.

### **Speedometer Calibrations**

All Department vehicles used for traffic enforcement must have the speedometer calibrated at a period not to exceed 90 days. A current calibration card is kept in the vehicle affixed to the dash. Vehicle calibration records are kept on file next to the dynamometer at the station where the vehicle is assigned. All calibration entries on the vehicle calibration records must be dated, and signed, by the technician performing the calibration. Records are kept on-site for a period of three years after the vehicle is taken out of service.

## Scheduled Services / Preventive Maintenance

The basic routine preventive maintenance for most Department vehicles consist of an A-B-C-D-E scheduled maintenance program performed every **3,000 miles for patrol vehicles** and every 5,000 miles for all other vehicles. Maintenance for specialized equipment may vary. Work orders for all vehicle services are kept electronically in the fleet management system. A “hard copy” checklist signed and dated by the technician is also kept on file where the vehicle was serviced.

<i>Service Intervals</i>		
Patrol Vehicles	Other Than Patrol Vehicles	Service Schedules
<b>3,000</b>	<b>5,000</b> miles	A
6,000	10,000 miles	A
12,000	15,000 miles	A, B
18,000	20,000 miles	A
21,000	25,000 miles	A
24,000	30,000 miles	A, B, C
27,000	35,000 miles	A
30,000	40,000 miles	A
33,000	45,000 miles	A, B, D
36,000	50,000 miles	A
39,000	55,000 miles	A
42,000	60,000 miles	A, B, C, E
45,000	65,000 miles	A
48,000	70,000 miles	A
51,000	75,000 miles	A, B, D
54,000	80,000 miles	A
57,000	85,000 miles	A
60,000	90,000 miles	A, B, C

63,000	95,000 miles	A
66,000	100,000 miles	A, D, E

- A. Change: Engine oil/replace filter Rotate tires/inspect for wear.
- B. Inspect: Engine cooling system, hoses and clamps, steering linkage, suspension, brake system, ball joints, u-joints.
- C. Replace: Air cleaner filter and fuel filter.
- D. Change: Green engine coolant.
- E. Inspect: Accessory drive belt(s).
- F. Replace: Spark plugs.

### **Maintenance Personnel Responsibilities**

Service Technicians shall make every attempt to locate vehicles that are due for service or in need of maintenance, and perform the maintenance procedure “promptly and correctly.” Service Technicians shall perform “all service procedures” in A-B-C-D scheduled services with the exception of spark plug coils, which will be performed by the mechanics.

Any vehicle that is due for service or has a defect, noise, leak, etc., shall be evaluated and repaired or written up immediately by the on duty technician or designee. All minor repairs, related duties and functions listed within the classifications of the technicians are to be performed promptly and correctly and not held over for another shift or classification unless otherwise directed by the supervisor. If a service or simple repair is to be held over for the next shift, the supervisor should be notified.

If the degree of repair exceeds the technician’s classification, the initial work order will remain open, or if not already done, a work order will be generated, and a mechanic will be notified as to the nature of the work to be performed.

When fueling or inspecting vehicles at the gas island, drivers of assigned vehicles should be informed or reminded when a scheduled service or preventive maintenance is approaching.

During fleet fueling and vehicle inspections at the beginning of each shift, any vehicle that is determined to be in need of service or a repair that can not be “quickly” performed, should be parked on the down line until the technician has completed the fleet fueling procedure. A work order, Vehicle Work Request Form, or status form shall be placed on the ‘work board’ at the time the vehicle is downed.



Any vehicle parked on the down line shall have a work order or some form of written status on the work board that includes date and time vehicle was downed.

Under the direction of the Equipment Repair Supervisor, Senior Motive Service Technicians are responsible to ensure that all daily shop operating procedures and related tasks are performed and completed to schedule. This includes; daily inspection of fuel system including nozzle, hoses and dispenser operation along with monitoring panel, UST fill wells, fill tubes and caps.

A copy of the site-specific single sheet "Station" Operating Procedures will be posted at all times in the shop.

## **Tire Repairs**

No tire is to be repaired without first being removed from the rim.

The objective of the puncture repair is to seal the tire against loss of inflation pressure and prevent damage to the carcass from moisture. In all tire repairs, the hole must be filled with a plug, and a patch covering the hole must be applied according to repair material manufacturer instructions to the inside of the tire.

Any "Speed Rated" tire shall not exceed one (1) serviceable repair per tire. All other tires shall not exceed two (2) serviceable repairs per tire. A repairable tire is one that the puncture does not exceed ¼ inch in diameter. The repair shall be limited to the tread area only - within the outside grooves. No tire shall be repaired outside the tread area or on the sidewall.

**Never repair tires which are worn below 2/32" tread depth.**