



Yuma County Department of Public Works

HIGHWAYS * SOLID WASTE * FLEET MANAGEMENT * IMPROVEMENT DISTRICTS

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Fleet Management Division County-wide Vehicle Maintenance Program June 22, 2018

General Information

- General information can also be found on our website at: www.yumacountyaz.gov/government/public-works/fleet-management.
- Public Works is located at 4343 S. Avenue 5 ½ E. When accessing our facility from 32nd Street use either Avenue 5E or Avenue 6E to Co 12 ½ St (City 44th Street).
- Remember that the Interstate 8 and Araby Road interchange is under construction through the fall so please check for ramp closures/restrictions or use Avenue 3E as an alternate route.
- Public Works Fleet Management Division shop hours are 5 a.m. to 5 p.m. Monday thru Friday; on-call service available nights and weekends.
- Public Works maintains a very limited motor-pool for loaner vehicles that are available on a first-come-first-served basis.
- Maintenance priorities will be determined by Public Works in accordance with the Fleet Management Policy:
 1. Vehicles used for law enforcement;
 2. Vehicles used by the County Health District or Office of Emergency Management for critical community health and safety purposes;
 3. Vehicles used by Public Works for critical road repair and maintenance functions
 4. All other vehicles.
- After the completion of the service or repair an email link to a short customer service survey will be sent out. Please take the time to let us know how we're doing and what we can do better.
- If you see any warning lights or have any questions, don't hesitate to contact us:
 1. Public Works Main: 928-341-2500
 2. Shop: 928-341-2516
 3. After hours: 928-750-4088
 4. Email: Fleet@yumacountyaz.gov

Preventative Maintenance

- There are three preventative maintenance service levels:
 - Service A: Oil change, top off fluids, multi-point inspection (expect about 1 hour)
 - Service B: Oil change, top off fluids, tire rotation, brake inspection, multi-point inspection (expect about 2 hours)
 - Service C: Oil change, top off fluids, tire rotation, brake inspection, transmission service, multi-point inspection (expect about 5 hours)

- Please enter the exact mileage when fueling the vehicle. Public Works uses RTA fleet management software to track vehicle maintenance and service history. A crucial piece of this tracking, thus ensuring that preventative maintenance is performed timely, is accurate odometer information.
- Public Works will send an email to the Department/Agency POC notifying them when service is due for a vehicle and schedule an appointment. If your vehicle alerts that service is due prior to receiving an email, or if there are any questions, please email to let us know and we'll schedule an appointment.
- Remove valuables and personal items from the vehicle. Public Works uses inmate labor and has a large number of employees accessing the onsite NAPA store throughout the day and cannot be responsible for items left in the vehicle. Please remove valuables and personal items before dropping the vehicle off or take them with you when you leave.
- Vehicle check-in:
 - Use the south gate located on Co 12 ½ St (City 44th St) when checking in for service
 - The speed limit within the Public Works facility is 10 m.p.h. Yield to heavy equipment (they cannot turn or stop as quickly as you).
 - Park, take your keys, and enter the shop. While in the shop do not cross the painted yellow line unescorted or without proper PPE.
 - Check in with the Office Specialist and complete the induction form.
- An email will be sent to the Department/Agency POC when service is complete and the vehicle is ready to be picked up.
- Vehicle pick-up procedures are the same as vehicle check-in: enter the Public Works yard through the south gate and check in with the Office Specialist.

Corrective Maintenance

- Email Fleet@yumacountyaz.gov with the vehicle license plate number and a description of the issue/problem. Please be as detailed as possible and let us know if there is a safety concern with operating the vehicle.
- Public Works will schedule an appointment for service or arrange for a tow if vehicle is inoperable or a safety concern.
- Follow same procedures above for checking in vehicle for scheduled appointment.
- Once the vehicle is diagnosed an email will be sent to the Department/Agency POC with a description of the issue and an estimated repair time.
- The vehicle may be referred to a dealership for warranty or recall work or to a private shop for complex or time-consuming repairs (i.e. dash removal, transmissions, turbo repair/replacement).
- An email will be sent to the Department/Agency POC when repairs are complete and the vehicle is ready to be picked up.

Out of Town Pre-Trip Inspection

- One to two days prior to a vehicle being used for an out of town trip it must be inspected to ensure it is safe to operate.
- Call or email with vehicle license plate number to schedule the inspection.
- Pre-trip inspections take about 1 hour to complete and consist of:
 - Check tires for wear and proper inflation
 - Inspect brakes, belts, hoses, light and seat belts
 - Verify insurance/Risk packet, fire extinguisher, and emergency kit is with vehicle

Breakdowns

- During business hours call 928-341-2516 or 928-341-2500; after hours call 928-750-4088.
- In town
 - The responding mechanic will dispatch a service truck or arrange for a tow.
 - If you will need transportation back to your office please notify the responding mechanic.
 - Stay with the vehicle until the service truck or tow truck arrives.
- Out of town
 - The responding mechanic will arrange for a tow.
 - If you need help with transportation back to Yuma or your hotel please notify the responding mechanic.
 - Stay with the vehicle until the tow truck arrives.

Voyager Fleet Fuel Card

The County is in the process of interfacing Voyager with Public Works' fleet management software system (RTA) In connection with the payment of fuel invoices. This process may not be completed until the end of July, 2018. In the meantime, beginning July 1, 2018, all non-YCSO Departments/Agencies should forward their Voyager bills and fuel receipts to Public Works, ATTN: Fleet Management, for processing and payment from the County's Fleet Management Fund. When the Voyager/RTA interface is complete, your Department/Agency will no longer receive invoices from Voyager as they will all be directly forwarded to Public Works.

Purchasing New Vehicles

The County's Fleet Management Fund balance will be built up over time to support the purchase and replacement of vehicles but this process will take several years. Until then:

- Vehicle purchases will need to be budgeted for at the Department/Agency level.
- Requests for vehicle purchases will be submitted to the Fleet Management Committee.
- The Fleet Management Committee will provide a consolidated list of vehicle purchase requests and recommendation to the Budget Review Team.
- Once approved, the Public Works Fleet Management Division will handle new vehicle procurement, delivery, registration, and any upfit requirements.