

Annex 10

Division of Emergency Management Vehicle Maintenance Program Procedures

Operating Guidelines

Table of Contents

I. Introduction.....	3
II. Purpose	3
III. Roles Titles and Responsibilities.....	3
IV. Preventative Maintenance Checks and Services.....	4
V. Trailers.....	6
VI. Appearance of Equipment.....	6
VII. Vehicle Status Reporting Procedures.....	7
VIII. Reductions in Fleet Greenhouse Gas Emissions and Increased Fuel Economy.....	8
IX. Pool Vehicles.....	8
X. Appendix A – Florida Division of Emergency Management Vehicle Log Report	9
XI. Appendix B – Items to Check or Replace during Scheduled Maintenance	10

I. Introduction

Within the Division of Emergency management, the Logistics Section has full and complete responsibility for all Division vehicles, trailers, and mechanized (gas, diesel, or battery) equipment and systems.

Emergencies and disasters impacting Florida require an immediate and effective response. This response will most certainly involve the use of emergency related equipment. The way emergency response equipment is maintained before a disaster occurs can in many ways affect the reliability of that equipment to the response. Also, to be considered are the proper maintenance practices to be employed during a disaster as well as the recovery maintenance phase following an event. For all practical purposes, this cycle of maintenance should be considered a closed loop with each part complimenting the others.

II. Purpose

The purpose of this guidance is to outline responsibilities and identify the roles of key individuals responsible for the proper maintenance of the Florida Division of Emergency Management, State Emergency Response Team equipment. In addition, the purpose of this guidance is to identify the proper procedures taken by the responsible parties when conducting maintenance of Florida Division of Emergency Management equipment, thereby, ensuring that the equipment is operated in the safest and most efficient manner possible.

III. Roles, Titles, & Responsibilities

For the purpose of assigning and identifying staff responsible for the maintenance, care, and accountability of Florida Division of Emergency Management equipment, this SOG will refer to the basic title used in conjunction with maintenance matters throughout this guidance.

1. Florida Division Of Emergency Management, Fleet Manager as part of the Logistics Section Logistics Support Branch.
 - a. Responsible for all day-to-day maintenance issues pertaining to assigned team equipment. This includes the following:

- Ensuring that equipment is properly maintained in order to successfully accomplish State Emergency Response Team missions
- Schedule maintenance as required
- Monitor and order maintenance equipment and supplies as necessary
- Track the status of all deficient equipment and take steps to correct deficiencies
- Ensure maintenance records are kept current
- Ensure that maintenance guidance is current and updated on an as needed basis (SOG's)
- When equipment is issued to the equipment user level, ensure the proper transfer of responsibility is accomplished by correctly filling out all documentation as required by maintenance guidance. In reverse, receipt documents must be closed out when equipment is returned
- Utilize the Verizon Network Fleet Management system on line at <http://www.networkfleet.com/portal/> (Requires Username and Password)
- Develop a maintenance schedule for vehicles that do not receive daily use, such as the MCV, EM 708, and EM 709.
- Develop a maintenance schedule for the Divisions Generators;
 - Backup generator at SLRC
 - Backup generator for Rudd building
 - Generators in alert trailers and EDICS trailer
 - Generators in the MCV
 - Generators in Communications Section

2. Florida Division of Emergency Management Equipment User:

a. This title refers to any user accepting responsibility of Florida Division Of Emergency Management equipment. This responsibility begins after the proper transfer of equipment occurs.

b. User level responsibilities include the following:

- Responsible for the safe use and operation of all Florida Division Of Emergency Management equipment issued. Adhere to all safety practices
- To properly fill out all required operator (equipment user) documentation prior to, during, and after use of equipment
- Safeguard and turn in receipts for all purchases, repairs, and other equipment user related use of equipment documentation

IV. Preventative Maintenance Checks and Services (PMCS)

At a minimum the following Preventative Maintenance Checks and Services will be accomplished on all vehicles in the Florida Division of Emergency Management Fleet before, during, and after use by the equipment user.

On vehicles that are used on a daily basis such as Regional Coordinator vehicles, the following will be accomplished:

Before use:

Conduct visual check to ensure all tires are properly inflated

- Conduct check of headlights
- Conduct check of brake lights
- Conduct check of turn signals

During use:

- When refueling vehicle, check all fluid levels and add fluid as necessary
- Check windshield wiper blades
- Clean windshield
- Continue to monitor all vehicle gauges during operation

After use:

- Ensure vehicle is parked in a safe place
- Visually inspect vehicle for any damage

On vehicles that are used primarily as response vehicles, such as the Mobile Command Vehicle, EM-708, and EM-709, the following will be accomplished:

Before use:

- Conduct visual check of vehicle to ensure that tires are properly inflated and that there is no visible damage
- Check all fluid levels and add as necessary
- Visually check all belts and hoses for cracks and breaks
- Check all lights, turn signals, and brake lights
- Inspect windshield and wipers for cracks and serviceability
- Visually inspect batteries for proper cable connections and for signs of corrosion

During use:

- When refueling, check all fluid levels and add as needed
- Continuously monitor vehicle gauges for proper functions

After use:

- Conduct visual walk around check of vehicle
- Park in a safe place
- Ensure vehicle is fueled prior to parking
- Check all fluid levels and add as necessary

V. Trailers

The State Emergency Response Florida, Division of Emergency Management Team also maintains on standby a number of trailers ready to respond to emergency situations. Here are a few unique points for consideration when working with trailers:

- Never hook a trailer to the vehicle by yourself. Always utilize a second person to give directions when backing a vehicle to the hitch
- Always ensure that auxiliary power cables and safety chains are firmly attached and check to ensure that all lighting systems are operational
- Always use stabilizer (sway) bars and ensure that they are mounted and tightened properly
- If applicable, test start the on board generator system on a regular basis to ensure it functions properly. Then, conduct checks of all on board systems that are dependent on the generator as a power source. Check generator battery cable connections and look for signs of corrosion
- Ensure that all interior equipment is secured and will not shift during movement. Ensure doors are secure for movement
- As with all general vehicle preventative maintenance checks and services, practice the applicable “before/during/after” rules when conducting trailer maintenance paying particular attention to the tires and lighting systems

VI. Appearance of Equipment

It is important to maintain a clean appearance inside and outside of vehicles/trailers. Generally speaking, a clean work environment tends to lend to a more orderly and efficient place to conduct business.

Diligence provided in caring for the appearance of the equipment will shed a positive light on public opinion in general and makes a statement that we are proactive in our commitment and ready to respond in a time of crisis. To properly maintain equipment appearance is to also prolong the life span and durability of that equipment. The following should apply when considering the appearance of our equipment:

- Schedule routine equipment cleaning maintenance on a regular basis
- Maintain a good on hand supply of cleaning equipment and ensure that these items are stored properly and utilized in accordance with manufacturer guidelines
- Following the use of equipment, it is a good practice to expedite the cleaning process at first opportunity. This will ensure that the equipment is ready for immediate deployment due to a no notice event. It also negates unfavorable conditions from becoming compounded which would make the clean up process more difficult

VII. Vehicle Status Reporting Procedures

Accurate vehicle status reports are important for several reasons:

- They give a snapshot of the current condition of the vehicle and build a history of how the vehicle is maintained and utilized
- They are a tool that reminds us of important issues such as vehicle services and can be used to reconcile information pertaining to that vehicle
- In these times of decreasing budgets, they also assist us in planning maintenance and determining if is cost effective to keep certain vehicles

The Logistics Section of Florida Division of Emergency Management is responsible for gathering vehicle status reports from every bureau assigned a state owned vehicle.

Attached to this SOG as Appendix A, is a Florida Division of Emergency Management vehicle log report that will be used as the primary tool for reporting monthly vehicle usage and service information. This report should be submitted not later than the **5th** of each month and include the entire previous month from the first to the last day of that month. When the vehicle log is closed out, a new log will be established for the next month.

We will submit a consolidated report not later than the 15th of each month to Finance and Accounting. If a report has not been received by all entities by this date, the consolidated report will reflect a negative report from that entity.

The completed vehicle report will be submitted using the information given with the point of contact listed below. This report may be emailed (preferred), faxed, or sent via the postal service as long as the date received is not later than the **5th**:

Jeff Swain
Government Operations Consultant
2555 Shumard Oak Blvd
Tallahassee, FL 32399

jeff.swain@em.myflorida.com

850 528-7519 (mobile)

850 413-9962 (office)

850 488-7841 (fax)

VIII. Reductions in Fleet Greenhouse Gas Emissions and Increased Fuel Economy

In accordance with State of Florida, Office of the Governor Executive Order Number

07-126, all Florida Division of Emergency Management fleet vehicles will be maintained in such a way as to ensure that they meet the objectives as directed by the Governor of Florida for the reduction of greenhouse gas emissions and increased fuel economy.

While proper routine vehicle maintenance will ensure the durability, reliability, and help to promote the safe use of the fleet, it is also important to identify proper maintenance management practices as it pertains to reduced fuel consumption and the reduction in greenhouse gas emissions. To ensure that these objectives are met, the following minimum standards must be adhered to:

- Assuring appropriate tire pressure and tread levels
- Replacement of fuel filters and emissions filters at recommended intervals
- Timely motor tune-ups and oil changes

In addition, Florida Division of Emergency Management fleet vehicle operators should use ethanol and biodiesel fuels as an alternative source when locally available.

IX. Pool Vehicles

In an effort to reduce the cost of travel the Director has mandated the use of State vehicles when possible for all travel. Travelers are required to check with the Equipment Unit prior to making rental car reservations to see if a State vehicle is available for their travel. The Equipment Unit will check the status of the pool DEM vehicles as well as the pool DCA vehicles and advise the traveler accordingly. The following will be used for State Vehicle use:

- Activations and emergency responses take priority over all vehicle use
- When the traveler contacts the equipment unit as to the availability of a vehicle, if one is available, a reservation will be made at that time
- An approved Travel Authorization Request (TAR) must be presented before the traveler will be issued the vehicle (this can be by hard copy or e-mail)
- The traveler will receive a log book, keys, and a credit card
- State Sun Passes are assigned to each fleet vehicle. These are not to be removed or exchanged from vehicle to vehicle since they are tracked.
- All vehicles will be cleaned and re-fueled before they are turned back in
- Drivers are responsible for conducting a vehicle inspection before they drive off, any damage found on their return will be charged to them, unless noted beforehand
- The vehicle log will be completely filled out by the driver
- All personal items, trash, and any other items put in by the user will be removed upon their return

In the event that a Fleet Pool Vehicle is not available and the traveler must rent an Avis rental car, staff may check out equipment such as a GPS and Florida Sun Pass for the duration of the trip by contracting the Fleet Manager and/or Accountable Property Officer (APO).

X. Annex A - Vehicle Log

Vehicle Number		Vehicle Year/Make/Model		Bureau	Directors Off	Assigned To:	Director
Month/Year		License Number					

DRIVER	DATE OUT	DATE IN	START FROM	DESTINATION	BEGINNING ODOMETER	ENDING ODOMETER	TOTAL MILES	Fuel # Gals	Fuel Cost
							0		
TOTALS							0	0	0

TOTAL MILES DRIVEN:	0
---------------------	---

TOTAL GALLONS FUEL USED	#REF!	MILES PER GALLON
-------------------------	-------	------------------

XI. Annex B – Items to Check or Replace During Scheduled Service

- 1. Change engine oil _____
- 2. Change engine oil filter _____
- 3. Check air filter, clean or replace as required _____
- 4. Rotate Tires _____
- 5. Check all belts for cracks and dry rot, replace as necessary _____
- 6. Check all hoses for cracks and dry rot, replace as necessary _____
- 7. Check all fluid levels:
 - Brake _____
 - Transmission _____
 - Differential _____
 - Transfer cases for 4X4 _____
 - Windshield washer _____
 - Coolant _____
 - Power Steering _____
- 8. Check air pressure in all tires, add/subtract as necessary _____
- 9. Check windshield wipers for cracks/dry rot, replace as needed _____
- 10. Check break pads/shoes _____
- 11. Conduct manufactures recommended checks, and services _____