

Service Levels for Transportation & Automotive Services: Fleet Management and Maintenance

Purpose

- Provide vehicle services matched to the customer's requirements
- Maintain the fleet in the most efficient and economical manner possible, while meeting the highest level of quality
- Achieve the highest level of customer satisfaction
- Perform fleet management and maintenance services within the set standards, schedules, and deadlines

Vehicle Services

Vehicle Administration

- Vehicle selector consultation services
- Vehicle and equipment RFP development services
- Vehicle disposals
- Manage and maintain all fleet titles and registration

Maintenance and Repair

- Individualized maintenance program based on manufacturers' recommended service intervals
- Oil changes
- Vehicle safety inspections
- Tire maintenance
- Battery replacement
- Bulb replacement
- Wiper replacement
- Wash by access
- Coordination of off-site inspections and repairs
- Off-site vehicle pick up and drop off
- Technical advice related to the vehicle's repairs and/or accessory installations



Motor Pool

- Provide vehicles for customers' use – convenient to faculty and staff without access to university owned or assigned transportation
- Use fees will be set and adjusted annually
- Loaner vehicles – temporary use of a loaner vehicle when assigned vehicle unavailable, due to maintenance or repair

Waste Transfer Station

- Remove waste from building
- Provide facilities and systems for segregation of waste into categories, including: paper, cardboard, plastics (#1 & #2), and metals (aluminum and scrap)
- Promote waste reduction, reuse, recycling, and responsible waste disposal
- Manage waste management contracts

Transportation and Operating Engineers

- Provide professional operators for a variety of vehicles and equipment
- Operate all vehicles and equipment in a safe and efficient manner