



# Operational Service Plans

Department:	Fleet	Date: 4/1/2020 Updated: 5/20/20 Updated: 8/1/20 Updated: 10/19/20 Updated: 6/1/21
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### Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)

Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).

On June 14, 2021 all Scott County government buildings will re-open to the public following closures related to the COVID-19 pandemic. Safety protocols which apply to the entire organization can be found on the County’s Coronavirus web page at [Scott County Organizational Covid Health and Safety Guidelines](#). Supervisors are responsible for sharing organizational safety protocols and all staff are required to follow current protocols.

#### Function – Vehicle Maintenance Shop (Preventative Maintenance and Vehicle Repairs)

- All preventative maintenance will be prioritized by Emergency Services IE: Sheriffs vehicles and Snowplow equipment would be first in line.
- All Equipment Mechanics would be available and have a schedule to report to works as follows:

Starting the week of 5/25/20, the night shift will be discontinued and employees will work the following day shifts:

- a. Equipment Mechanics - 8-hour shift or 10 hours shifts (4-5 days per week) Mon-Fri 6:00 am – 4:30 pm
- b. Currently Shop Coordinators will cover issues – M-F 7:00 am – 3:30pm
- c. Managers/Supervisor/Shop Coordinator– Will Flex our schedules to cover all shifts

#### Function - Department Vehicles and Motor Pool

- Department Vehicles (Vehicles assigned to Department for them to perform duties)
  - Some may be allowed to take home vs parking in County location
  - Drivers should fuel at designated area’s as that is how we determine maintenance requirement
  - Vehicles can be cleaned by cleaning vendors but must be driven to vendor by employee
  - Vehicle parked at county locations are cleaned routinely by Fleet Staff.
  - Vendor list is provided to ICC
  - Vehicles that are located at County Facilities can be accessed by Kiosks. Hand sanitizer or wipes placed near kiosks.
  - Staffing changes are done through an automated process via Active Directory
  - Drivers are expected to use wipes to clean off high touch areas, such as steering wheels, buttons, etc. (provided by Fleet) to disinfect vehicles prior to and after use of vehicle. Wipes are provided in each vehicle.
  - Repairs and preventative maintenance provided by Fleet
  - All maintenance requests must come through Asset Works Service Request Portal

- Program Support will manage software and staff must communicate with Motor Pool Staff regularly via phone or through software (Agile Fleet Commander)
    - Staff will be required to utilize Software
  - Motor Pool Vehicles (Shared vehicles to all staff to perform duties)
    - Some may be allowed to take home vs parking in County location (See policy)
    - Drivers should fuel at designated areas as that is how we determine maintenance requirements
    - Vehicles can be cleaned by cleaning vendors but must be driven to vendor by employee
    - Vehicle parked at county locations are routinely cleaned by Fleet Staff.
    - Vendor list is provided to ICC
    - Vehicles that are located at County Facilities can be accessed by Kiosks. Hand sanitizer or wipes placed near kiosks.
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    - Repairs and preventative maintenance provided by Fleet
    - All maintenance requests must come through Asset Works Service Request Portal
    - Program Support will manage software and staff must communicate with Motor Pool Staff regularly via phone or through software (Agile Fleet Commander)
    - Staff will be required to utilize Software
- **Parts**
  - Access to Asset Works Software (Web Based) would be an essential function:
    - Service Counter to parts room will have Plexi - glass protection
    - Parts Coordinator will wipe down entire area before each shift
    - Parts Coordinator – Enters parts onto work order in Asset Works
  - Part Orders - Equipment Mechanics and/or Parts Coordinator order parts as needed. Some requests come from Equipment Mechanics working on the floor and some come from inventory control out of Asset Works.
  - Gloves, hand sanitizer, and sanitizing products will be available in the parts room.
  - Purchasing – All parts are paid for with CC at time of order: All Receipts come with the parts when delivered. Receipts are entered into Asset Works by Parts Original receipts go to Program Support
- **Fuel**
  - Tank Monitoring is done by Gas Boy system.
    - When Ullage shows 7500 for Diesel or 8500 for unleaded need to order.
    - Fleet services Email
      - Fill out form in Fuel folder on what is needed.
      - New email Fuel Contacts group attach form for quotes.
    - Receive quotes
    - Contact Companies by phone or email that did not get the bid.
    - Contact Company with lowest bid to deliver fuel.
    - Receive invoice VIA email.
    - Place RQ for total amount.
    - Receive PO
    - Process paperwork to Program Support for payment.
    - Purchasing

- Gas Boy
  - New vehicle setup fuel fob.
  - Setup new users or employees
  - Monitor system for problems
- Fuel Pumps
  - Gas Boy System
  - Service personnel

### Sanitation, Hygiene and PPE

- Each mechanic has their own tools assigned to their own bays.
- Some common tools that are shared will be cleaned between usage.
  - Service Counter to parts room will have Plexi-glass protection
  - Parts Coordinator – Enters parts onto work order in Asset Works

### Identifying Sick Employees:

Employees who present COVID-19 like symptoms while working will be removed from their worksite and sent home in accordance with current Scott County Occupational health guidance. In accordance with CDC guidance, their workstation and equipment will be quarantined for 24 hours. At the end of that period, the area will be sanitized using routine cleaning procedures.

Employees who present COVID-19 like symptoms following a work shift (prior for reporting for another shift) will contact their supervisor. They will be directed to remain at home and contact Employee Relations for next steps

### Level of Staff Changes and Resource Needs

Describe staff changes based on your department’s functioning under the “new normal” (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

- Supervisors
  - We have a plan in place with a succession of Supervisors as follows:
    - Motor Pool staff can all be monitored remotely with web based software. If Technology goes down, we have a backup plan that allows us to monitor and manage in person using Social Distance protocol
    - We can rotate staff according to the needs of the organization.
- Equipment Mechanics
  - We have a backup plan with a succession of Equipment Mechanics as follows:
    - Shift hours will change based on the needs of the organization
- Parts
  - All parts can be purchased through credit card transactions
  - We have Vendor List (provided to ICC) if we need to call directly
  - The hours would be coordinated with the Equipment Mechanics
- Fuel
  - Fuel level slips will be monitored by the above mentioned. If all staff are home based slips will be monitored by Facilities staff and communicate VIA email, Phone to above personal for purchasing.

**Training:**

Staff providing services and back up functions will receive initial procedural training as well as daily safety updates.

**Enforcement:**

Managers and employees are responsible to monitor and enforce safety processes. Coaching and corrections will take place when violations occur.

**Shut down:**

In the event that illness, contamination or other conditions reduces the minimum resources or employees required to provide services in a manner consistent with the current Operational Service Plan, and back up staff are not available, the service or operation will be discontinued

**Division Director Comments**

1. We will update our service plan as required.

[6/2/21 update: This "Re-Opening OSPs" for Fleet is to be in effect as of June 14, 2021, to coincide with building re-openings. Per the Governor's most recent executive order, this OSP considers appropriate protocols and procedures related to meeting in close proximity, in closed spaces, where masking and additional PPE may need to be utilized. This OSP continues to consider improved safety and service delivery adjustments based on learned best practices. Fleet will follow all organizational guidance on re-opening, in addition to the details established in this OSP.](#)

**Strategic Branch Comments**

*April 1, 2020: Consideration of next steps:*

- *Motor pool kiosk is an area of concern because they don't have proper sanitization. Restrooms are in proximity to the kiosks but, this option may not be available after hours or when restrooms are closed for cleaning.*
- *Identify options for contracting for critical repairs or preventative maintenance if staffing levels get too low.*

**County Administrator Comments**

*April 1, 2020: Parts should be wiped down upon receiving as well as the surfaces if at all possible. Gloves should be worn. Considering contracting in emergency situations.*

*May 20, 2020: It is imperative that with the change in schedules that there is someone else in the shop between 6-7 and 3:30-4:30 when only one mechanic working. There can never be a single mechanic working in the shop alone.*

**Operational Service Plan Updates**

Please include date the change goes into effect and reason for change.

May 20, 2020

Reason for the change:

Modifying and updating how we are delivering internal services. Initially attempted to run day and night shifts to reduce chance of disease spread. This is causing difficulties for employees to cover things at home and with their kids. Causing hardships for employees. It is also creating coverage issues – this change will assist us in continuity of services. We also know more now about how to staff safe. We know more now about how to run things with social distancing and other safety measures.

Recommend opening: May 26, 2020

8/1/2020

Reason for change:

Updated policy to reflect the State regulations regarding wearing masks in public spaces.

Effective 10/19/20

Previously, the full-time parts employee had been working remotely while employees present in the building were assisting with the hands-on portion of the parts room duty. Beginning 10/19/20 the full-time parts employee will begin reporting to the parts area on a daily basis. This is due to a change in staffing and a reduction of support available for the on-hand portion of the duty.

Effective 06/14/2021

Previously,

- Masks were required when using the kiosks to access the keys for County vehicles
  - This is no longer required but users are free to wear them if desired.
- Staff Meetings will be held in person and Masks were required.
  - This is no longer required. Meeting will be held in person masks will not be required, and social distancing will be observed when available.
- All the parts were to be delivered outside and placed onto a cart, staff would bring the cart in, clean all new parts, and place them into inventory.
  - This is no longer required. Parts are delivered to the parts counter and placed into inventory.
  - There is still Plexi Glass protection at the parts counter and will remain in place at this time.
- No staff were allowed into the parts room when the Parts Coordinator was on duty.
  - This is no longer required. Staff is allowed into the parts room as needed to access inventory when needed.
- The door between the Parts Room was always to be shut and locked.
  - This is no longer required. The door will be open during business hours.

- It was always required for staff to wear masks when outside their workstations.
  - This is no longer required.
- It was required for staff to clean all common areas of the shop 3 times per day.
  - This is no longer required
- It was always required for staff to maintain social distancing of 6 feet apart.
  - This is no longer a requirement but recommended when possible.