



Operational Service Plans

Department:	Fleet	Date:	Updated: 5/20/20
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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).

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 (5 days) Mon-Fri 7:00 am – 3:30 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 at night by Fleet Staff. Vehicles parked at the Court House are cleaned immediately after a car is dropped off. Also have staff who come in and clean cars used- typically 3 days per week.
 - 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 and Masks are required.
 - Staffing changes are done through an automated process via Active Directory
 - Drivers are expected to use wipes to clean off steering wheels, buttons, etc (provided by Fleet) to disinfect vehicles . 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 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

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 - 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
 - Staff Meetings will be held in person utilizing social distancing and Masks will be provided and worn. When meeting with Program Support we will use Skype

- **Parts**
 - Access to Asset Works Software (Web Based) would be an essential function:
 - Deliveries – All deliveries come to South door to shop on a cart located outside the door
 - Staff wears the appropriate attire (including Masks) to pull cart into building and locate in parts room where required
 - Service Counter to parts room will have Plexi - glass protection
 - No Mechanics will be allowed in the parts room while Parts Coordinator is on duty
 - Parts Coordinator will wipe down entire area before each shift
 - Door between Supervisor and Parts Room will be locked and closed at all times
 - 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

- All Fleet Staff will maintain social distancing of at least 6 feet and all employees will wear masks when appropriate.
- All Staff members are required to wear masks in all common areas.
- Each mechanic has their own tools assigned to their own bays.
- Some common tools that are shared will be wiped with Clorox between usage
- Mechanics will have to wear masks when leaving their assigned bays.
- Staff will not be allowed to approach mechanics in their bays without PPE. If conversation is needed, will need to happen from the walkway or through a supervisor. If the mechanic needs to talk to a staff person, they can make that communication.
- Contract cleaning service goes through twice per day. Common areas will be sanitized three times per day. Before, during and end of shift by Fleet staff. Staff will have assigned spaces to clean.
- All deliveries will be outside and only authorized vendors or inspectors will be invited inside under the following conditions:
 - They wear masks
 - The keep social distancing of 6 feet
- All employees walking through shop areas must wear a facemask.
- Lunch breaks will be to be staggered to ensure social distancing in the break area (one or two people at a time to ensure 6' distance). Staff will clean tables when they finish. Breaks may also be taken outside (when available) with social distancing of 6 feet and masks will be worn.
- All parts delivered will be wiped down with, at the least, water and mild soap (consistent with most current CDC guidance) – prior to being placed in inventory. Employees handling parts will wear gloves and masks.
 - Service Counter to parts room will have Plexi-glass protection
 - No Mechanics will be allowed in the parts room while Parts Coordinator is on duty
 - Parts Coordinator will wipe down entire area before each shift
 - Door between Supervisor and Parts Room will be locked and closed at all times
 - Parts Coordinator – Enters parts onto work order in Asset Works
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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, in accordance with CDC guidance, the workstation and equipment used on the previous shift will be isolated and quarantined for 24 hours. At the end of that period, the area will be sanitized using routine cleaning procedures.

If the worksite/station cannot be quarantined for 24 hours, the area must undergo a deep cleaning procedure following CDC guidelines.

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
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- 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.
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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.

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.

County Administrator Signature _____ Lezlie Vermillion

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.