

State of Delaware
Fleet Services
OPERATING POLICIES AND PROCEDURES

CATEGORY: EMPLOYEES	DATE ISSUED: 01-2005 REVISED: 01-2008 REVIEWED: 3-1-18	EFFECTIVE DATE 01-2005	POLICY NO: E-12
TITLE: Mileage and Vehicle Diagnostics Collection Policy			PAGE 1 OF 2

The performance of routine vehicle maintenance according to the manufacturer’s recommended maintenance schedule, and the annual Fleet billing for excess mileage, are both dependent upon timely, accurate collection of vehicle odometer readings (mileage). To support these activities, Fleet Services has installed vehicle tracking systems on all Fleet vehicles to continuously track vehicle mileage and condition.

The annual mileage monitoring period will be from April 1 to March 31. Any excess mileage will be billed to agencies after April 1 of each year.

A feature of the odometer tracking is the “service due” report. Each field office will be provided a weekly report showing those vehicles due for service. Field staff will make every effort to ensure service is scheduled and performed in a timely fashion.

The installed tracking devices also collect engine diagnostics from the OBDII unit in each vehicle. Anytime the power train malfunctions, a report is transmitted to the Fleet Services central office via e-mail which is then sent to the appropriate field office for disposition. These notices are to be resolved within 72 hours of receipt to prevent further engine or transmission damage.

As part of the monitoring service Fleet Services central office receives advanced recall notices from NHTSA. These notices may be repairs related to safety and/or convenience items. Any notice received that involves the operational safety of the vehicle is to be handled immediately. If the agency or driver resist presenting the vehicle for repair, the Fleet Administrator or designate are to be contacted immediately.

The system also advises the Fleet central office when a tracking unit becomes disabled for any reason. Upon discovery, the central office will notify the impacted field office to immediately recall the unit for repair. Any evidence of tampering is to be reported to the Fleet Administrator and may be grounds for ending the vehicle assignment.

In addition to the collection of operational and diagnostic information, the vehicle is to be visually inspected every time it is in the control of Fleet staff. This should include checking for body or glass damage, tire and wiper wear and fluid levels as a minimum inspection. Other aspects of vehicle condition including, but not limited to, evidence of smoking in the vehicle, excess trash, evidence of misuse, installation of unauthorized items, etc. must be reported to the Fleet Administrator.

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Any agency or individual that fails to make the vehicle available for inspection and/or inhibits the collection of mileage should be reported to the Fleet Administrator or designee who will take appropriate action to obtain access to the vehicles.

Additionally, it is a mandatory requirement that current mileage be input into every new Work Order that is opened for any Fleet Services vehicle. This policy and procedure is implemented to ensure that all vehicles owned and operated by Fleet Services are seen and evaluated on a continual basis.