

State of Delaware Fleet Services

CATEGORY: EMPLOYEES	DATE ISSUED: 1-01-94 REVISED: 9-01-11 REVIEWED: 3-1-19	EFFECTIVE DATE 9-01-11	POLICY NO: E-6
TITLE: PREPARATIONS AND PROCEDURES FOR WEATHER AND EMERGENCY SUPPORT			PAGE 1 OF 3

In addition to normal operations, Fleet Services, as a provider of transportation for State agencies, has a significant role before, during and after weather or other emergency events and has specific roles outlined in the Delaware Emergency Operations Plan. Fleet Services has specific roles in the event of an evacuation order to provide assistance for general and/or specialized transportation. As a result, Fleet Services employees are classified “Essential – Report When Contacted” to provide vehicles, transport other State employees or perform any other duties assigned or needed in response to events.

Snow/Winter Weather Assistance

Preparations:

- Contact agencies that normally require 4X4s to support their activities and provide vehicles as required
- Ensure all telephone/contact lists are current and available to all Fleet Services employees
- Ensure all phones, PCs and other equipment is charged and ready for use
- Remind all employees to dress for the weather with the expectation they will be working outside during the event
- Ensure sufficient snow removal items and supplies are available
- Attach snow plows to response trucks and ensure all components are operational
- Fill fuel tanks of all vehicles at each county’s primary pool site
- Where appropriate, move vehicles in lots to permit snowplowing to be as effective and efficient as possible
- In advance of the event provide DEMA a complete list of vehicles by type and location plus Fleet Services contacts to allow logistical assignments if supplemental transportation units are needed.

Commencement of the Event:

- Send electronic weather advisory or other related information to drivers
- Assist as many drivers as possible but recognize needs may exceed resources. Advise drivers of how long it may be before arriving to provide assistance.
- Advise customers road emergencies, dead batteries, etc. take priority over snow or ice removal from vehicles.
- Responses by Fleet Staff will not be made once weather and road conditions make travel dangerous.

Recovery:

- Primary county pool sites are to have any additional plowing performed and all vehicles at that site cleared of snow or ice.
- All other pool sites may be cleared as time and staff is available.
- Blocked vehicles are the responsibility of the agency that leases a vehicle but may also be cleared as time is available. The effort to clear blocked vehicles of snow and ice enhances the customer service perception of agency customers and is encouraged.
- When unable to clear snow and ice for a customer, offer tips to prevent damage to the vehicle including:

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Recovery (continued):

- Start the engine but immediately turn on the defroster to loosen snow and ice
- Do not allow the vehicle to heat first and then turn the defroster on (may crack windshield)
- Never pour water or any liquid on frozen door locks or door seals.

Major Storms/Hurricanes/Evacuations

Preparations:

Administrative Staff

- Send electronic weather advisory and related information encouraging agencies to move all vehicles to higher ground and away from tidal or flood prone areas.
- Contact agencies that normally require 4X4s to support their activities and provide vehicles as required.
- Ensure all telephone/contact lists are current and available to all Fleet Services employees
- Develop a list of contacts for all supporting vendors including but not limited to the fuel card, GPS vendor, towing companies, etc.
- Remove all fuel type limits and quantity restrictions on all fuel cards for all State agencies.
- Request a report from the fuel vendor of all sites actively fueling before and during the event. This report is to be sent to the State Emergency Evacuation Center as required.
- Where flooding or evacuation is expected, utilize GPS to determine if vehicles have been removed from these locations and contact those agencies if they have not.
- In advance of the event provide DEMA a complete list of vehicles by type and location plus Fleet Services contacts to allow logistical assignments if supplemental transportation units are needed.

Field Staff

- Ensure all phones, PCs and other equipment is charged and ready for use
- Move all vehicles from lots subject to flooding or other dangers to higher ground.
- Fill fuel tanks of all vehicles at each county's primary pool site

Commencement of the Event:

- Send additional weather advisories and a reminder to move vehicles to safe locations
- Assist as many drivers as possible but recognize needs may exceed resources. Advise drivers of how long it may be before arriving to provide assistance
- Advise customers road emergencies, dead batteries, etc. take priority
- Responses by Fleet Staff will not be made once weather and road conditions make travel dangerous

If communications are lost, all field staff is authorized to assign vehicles or provide other assistance as required both during and after the event. Manual records of actions taken should be maintained. Support may be provided, but not limited to, police, fire, rescue units, county Emergency Operations Centers or others responding to needs addressing the event.

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Recovery:

- Primary pool sites should be opened and ready to support recovery efforts as soon as possible.
- All other pool sites may be reopened as time and staff is available.
- As most major events, including snow storms, may result in the ability to recover expenses from the federal government, all time and materials expended in preparing for the event; support during the event; and recovery must be tracked, documented and reported as early as possible. Hours worked by Fleet Services staff, vehicles utilized and other expenses are examples of what should be reported.