



CITY OF  
**Tulsa**  
A New Kind of *Energy*™

***INTERDEPARTMENTAL CUSTOMER PROTOCOL (ICP)***

***FOR THE***

***ASSET MANAGEMENT DEPARTMENT (AMD)***

***AND***

***CITY DEPARTMENTS SERVED***

## **INTERDEPARTMENTAL CUSTOMER PROTOCOL (ICP)**

### **I. INTRODUCTION**

This ICP is a working document that will be modified and updated to reflect priorities of the Asset Management Department (AMD) and City departments. The ICP reflects values that support superior customer service and quantifiable performance standards.

The AMD's mission is to provide City departments with safe, economical, environmentally efficient and reliable services to ensure maximum utilization of their fleet. We expect to be held accountable for the effectiveness, efficiency and competitiveness of our service, and for the level of satisfaction with the way we serve our customer's needs.

The AMD's goal is to continuously improve its maintenance program, repair time standards, comeback ratio, fueling services, and parts availability. Fleet industry best practices will be used to reduce operating costs and improve fleet availability for all city departments.

### **II. CITY'S FLEET**

This ICP pertains to AMD services (identified in Section IV) needed to maintain and support the City's fleet of licensed vehicles and off-road equipment. Addendum 1 identifies the City's fleet composition and approximate number of units in the fleet.

### **III. ACCESSING AMD'S SERVICES**

The AMD Maintenance Manager is the coordinator of this ICP and the main contact between AMD and City departments. The supervisors in charge of each AMD repair facility, fuel facility, and parts room will manage the day-to-day activities. Table 1 (page 3) identifies the location of AMD fuel, wash, and maintenance facilities.

The AMD Maintenance Manager will be responsible for problem resolution, ICP amendments and quality control. The contact information for AMD's principals is identified in Addendum 2.

The Asset Management Department has also created an online Status Board that allows Departments to check the status of their fleet units at each AMD shop. The Status Board can be located by following this URL:

<https://www.cityoftulsa.org/employees/emdstatusboard.aspx>

Table 1 - Location of AMD Fuel, Wash, and Maintenance Facilities

#	Facility Name	Location	Hours of Operation
1	Engineering Heavy Maintenance Shop (Shop 32)	490 West 23 <sup>rd</sup> Street	7:00 am to 3:30 pm, M-F.*
2	Solid Waste Heavy Maintenance Shop (Shop 32)	470 West 23 <sup>rd</sup> Street	7:00 am to 3:30 pm, M-F.*
3	Central Warehouse and Heavy PM Shop (Shop 32)	480 West 23 <sup>rd</sup> Street	7:00 am to 3:30 pm, M-F.*
4	West Yard Fueling and Truck Wash	420 and 450 West 23 <sup>rd</sup> Street	24 hours**
5	TPD Riverside Fueling and Car Wash	7515 Riverside Parkway	24 hours**
6	TPD Gilcrease Fueling and Car Wash	3411 N. Columbia Ave.	24 hours**
7	TPD Mingo Valley Fueling	10122 E. 11 <sup>th</sup> Street	24 hours**
8	Transportation Maintenance Garage (Shop 1)	1720 Newblock Park Drive	7:00 am to 3:30 pm, M-F.*
9	Newblock Fueling and Car Wash	1720 Newblock Park Drive	24 hours**
10	Fire Maintenance and Body Shop (Shop 25 & 26)	1790 Newblock Park Drive	7:00 am to 3:30 pm, M-F.*
11	East Yard Fueling and Truck Wash	5670 S. Garnett Road	24 hours**
12	Garnett Heavy PM Shop (Shop 2304N)	5605 S. Garnett Road	7:00 am to 3:30 pm, M-F.*
13	Garnett Heavy Maintenance Shop (Shop 2304)	5675 S. Garnett Road	7:00 am to 3:30 pm, M-F.*
14	North Mingo Fueling and Truck Wash	4234 N. Mingo	24 hours**

\*Summer hours may be arranged and implemented if mutually agreed upon by AMD and City Departments.

\*\*Car and truck washes are closed when the temperature falls below freezing.

\*\*\*Emergency operations and/or a need to increase the number of available units may require work hours outside of the normal work schedule. AMD will work with City Departments to meet their operational needs. Overtime rates may apply. In addition to technicians, after hours support may require parts, administrative and supervisory personnel participation.

Automobiles and light trucks (3/4 ton and under, gas engine) will be maintained at the Transportation Maintenance Garage.

#### **IV. SCOPE OF SERVICES PROVIDED FROM THE ASSET MANAGEMENT DEPARTMENT**

AMD is committed to providing the full range of fleet management, maintenance and fueling services needed in today's environment. The department is committed to serving the needs of customer departments and continually staying abreast of new developments in fleet management.

The current services provided by AMD are:

- Fleet Maintenance and Repair Services
- Parts Sourcing and Acquisition
- Body Damage Repair Services
- Fleet Fueling Services
- Car and Truck Wash Services
- Accident and Damage Claims
- Vehicle Specification Review and New Vehicle Check-in
- M5 Fleet Management System (User Training and Access)
- Warranty and Recall Services

#### **A. FLEET MAINTENANCE AND REPAIR SERVICES**

AMD's maintenance and repair services are billed directly to fleet management customers and are classified as "Preventive Maintenance" and "Repair" services.

**"Preventive Maintenance" (PM)** is generally those routine vehicle maintenance activities that are periodic and therefore lend themselves to projection and estimation. PM services include preventive maintenance and replacement of normal wear items, and are detailed in Table 2 (page 5).

Table 2 – Levels of Preventive Maintenance

PM-A or PM-I	PM-B	PM-C
Change oil and filter	Change oil and filter	Change oil and filter
Lube Chassis	Lube Chassis	Lube Chassis
Ensure proper tire pressure	Inspect Tires and ensure proper tire pressure	Inspect Tires and ensure proper tire pressure
Check/Fill Transmission Fluid	Check/Fill Transmission Fluid	Check/Fill Transmission Fluid
Check/Fill Differential Fluid	Check/Fill Differential Fluid	Check/Fill Differential Fluid
Check/Fill Windshield Washer Fluid	Check/Fill Windshield Washer Fluid	Check/Fill Windshield Washer Fluid
Check/Fill Power Steering Fluid	Check/Fill Power Steering Fluid	Check/Fill Power Steering Fluid
Check/Fill Antifreeze/Coolant	Check/Fill Antifreeze/Coolant	Check/Fill Antifreeze/Coolant
Check/Fill Battery	Check/Fill Battery	Check/Fill Battery
Inspect Belts & Hoses	Inspect Belts & Hoses	Inspect Belts & Hoses
Check Air Filter	Check and fill diesel exhaust fluid on 2010 or later diesel models (SCR Systems Only)	Check and fill diesel exhaust fluid on 2010 or later diesel models (SCR Systems Only)
Vacuum interior (outside vendor only)	Replace cabin air filter (if needed)	Replace cabin air filter (if needed)
Wash exterior windows (outside vendor only)	Check/Replace air filter	Check/Replace air filter
Check and fill diesel exhaust fluid on 2010 or later diesel models (SCR Systems Only)	Replace fuel filter, if applicable	Replace fuel filter, if applicable
	Inspect brake system components	Inspect brake system components
	Inspect steering, suspension and exhaust system components	Inspect steering, suspension and exhaust system components
		Inspect and rotate tires
		Flush automatic transmission fluid (as required)
		Replace wheel bearing grease, and grease seals (if equipped/required)
		Replace spark plugs (when necessary)
<p>During the B and C Preventive Maintenance, the vehicle also receives a multi-point inspection. The multi-point inspection includes:</p> <ul style="list-style-type: none"> <li>• Check exhaust system for leaks, damage, loose parts and foreign material</li> <li>• Check battery performance</li> <li>• Check operation of horn, exterior lamps, turn signals, and hazard warning lights</li> <li>• Check radiator, coolers, heater and air conditioner hoses</li> <li>• Inspect windshield wiper spray and wiper operation</li> <li>• Check windshield for cracks, chips, and pitting</li> <li>• Inspect for oil and fluid leaks</li> <li>• Inspect half-shaft dust boots (if equipped)</li> <li>• Check shocks, struts, and other suspension components for leaks and damage</li> <li>• Inspect steering and linkage</li> <li>• Inspect accessory drive belt(s)</li> <li>• Inspect clutch operation (if equipped)</li> </ul>		

**“Unscheduled Repair Services”** are those that cannot be predicted or projected. These repairs may be the result of operator actions, decisions made by owning department management, or acts of nature. Some examples of unscheduled repairs are: unpredictable mechanical failure, collision repairs, modifications to vehicles and equipment, damage caused by vandalism, driver abuse, work performed to extend the useful life of vehicles and equipment, and other directed work.

### **A.1. Preventive Maintenance (PM) Program Services**

**PM Program Focus.** A comprehensive PM program is the cornerstone of effective fleet maintenance. The objective of a PM program is to minimize equipment failure by maintaining a constant awareness of the condition of equipment and correcting defects before they become serious. A PM program minimizes unscheduled repairs by causing most maintenance and repair to occur through scheduled inspections. An effective PM program pays dividends not only in improved equipment safety and reliability, but also financially by reducing lost employee productivity resulting from equipment downtime. In general, on-time PM services and the accompanying predictive repairs that occur during these services will lead to an overall lower operating cost of the vehicle throughout the lifespan. AMD will focus efforts on PM activities as described below:

**PM Service Types.** The three types of PM services provided are detailed in Table 2 (page 5).

**PM Schedule.** The PM Schedule varies by vehicle and equipment types. AMD will follow the Manufacturers Recommended Intervals for its PM Scheduling.

**PM Service Locations.** AMD contracts with private vendors for PMA services for City of Tulsa gasoline, CNG and hybrid automobiles and light trucks. Invoices for such services will be sent directly to AMD and will be included in billings to City departments. PMB, PMC, and PMI (diesel engine oil change) services will be performed at AMD shop facilities. The PM notifications distributed by AMD will list the PM Service to be performed and the locations where vehicles can be taken for service. Some new vehicles may include complimentary maintenance packages for a portion of the vehicles service life. A copy of the repair invoice for these

services must be sent to the AMD Fleet Analyst in order to maintain an accurate vehicle history.

**Intervals and Scheduling PMs.** AMD will schedule PM services based on manufacturer recommended miles, operational hours, and the number of days between servicing. Specific PM recommendations are outlined in Table 2 (page 5). AMD will interface with its AssetWorks M5 FuelFocus System to ensure up-to-date odometer and hour readings in order to properly schedule preventive maintenance services. AMD will track maintenance of City vehicles using its AssetWorks M5 FleetFocus System and will provide a monthly PM schedule to appropriate department personnel.

**PM Compliance Goal.** AMD's goal is to achieve a PM compliance rate of 95% for all City of Tulsa vehicles and equipment. That is, 95% of scheduled services will be completed before they are overdue. AMD will calculate and publish monthly PM compliance rates and will collaborate with City departments to meet and exceed the 95% goal. Service writers and technicians at each maintenance location may become aware of units that have an upcoming service due in the near future and will make every attempt to complete these services while a downed vehicle is in the shop for unscheduled repairs. These PM's may not necessarily appear on the user department's PM schedule but will be completed for the convenience of the using department. These unscheduled, completed PM's will count towards the overall compliance completion rate. Units that have failed to be delivered to an AMD shop after two written PM notices will be deemed as "overdue" and will not be counted towards AMD's compliance goal.

**Rescheduling PM Services.** City departments must adhere to PM schedules and honor PM appointments. If operational priorities require PM appointments to be rescheduled, City department representatives must call or email the appropriate AMD shop supervisor at least 24 hours in advance of the original appointment. Missed appointments with no advanced notice will not count against AMD's achievement of the PM compliance goal. AMD will notify appropriate City department personnel of all vehicles overdue for service. It is the responsibility of City department representatives to contact the AMD Fleet Analyst to identify vehicles that appear on the monthly list that are in error or will otherwise not be brought to a shop for service.

**Repair Authorization.** If during a PM inspection mechanical repairs are identified that surpass a threshold (\$1,000 light vehicles, \$2,000 medium and heavy vehicles), AMD will obtain approval from the appropriate City department representative before starting the repairs. The current Fleet Utilization Scoring System (FUSS) score of the vehicle as well as the results from any current visual inspections may be factored in by the AMD Shop Supervisor and the Technician in making repair decisions. This repair threshold may not necessarily include the cost of the PM service or replacement of basic wear and safety items such as tires and brakes.

## **A.2. ON-DEMAND SAFETY CHECKS**

AMD will inspect all vehicles and equipment at the time of scheduled or unscheduled servicing for safety related deficiencies. All deficiencies will be resolved before the vehicle or equipment is returned to service.

## **A.3. REPAIR PROGRAM**

**State of Readiness.** Vehicles and equipment will be kept in safe operating condition within manufacturer's specifications and in a state of readiness.

**Standards of Maintenance.** AMD will accurately record all repairs to City vehicles and equipment in its M5 FleetFocus System through a combination of detailed codes with a narrative description of performed work. A descriptive report will be provided to department representatives upon request. Each report will include the name of the technician(s) performing the work. AMD will ensure that the technician assigned the task of inspecting or servicing City vehicles or equipment will have the appropriate skills for the assigned task. AMD will encourage and support its employees to attain Automotive Service Excellence (ASE) certifications, as well as Emergency Vehicle Technician (EVT) certifications where appropriate.

**Requested Repair Services.** Repairs requested by City departments will be provided on an as needed basis according to their requirements and with AMD concurrence.

**Repair/Replace Decisions.** AMD will inform the appropriate City department representative when it believes replacing a fleet unit is more cost effective than repairing the unit.



**Repair Priorities.** AMD recognizes that priorities can change on a daily basis depending on emergency situations, work priorities and the availability of back-up units. AMD management will continually discuss repair priorities with appropriate city department representatives.

**Vendor Services.** In addition to regular services, AMD will coordinate contract services for City vehicles and equipment. Decisions to use an outside vendor will be based on shop workload; estimated cost of repairs and services that require special tools; and, equipment or expertise. Emergency breakdown and towing services will be provided by the City's current towing contract vendor, Al Storey Wrecker.

**Tire Services.** AMD manages tire costs through best value purchases of new tires and a combination of in-house tire staff and tire vendors. AMD will provide City departments with the appropriate quality of tires for the application. Retreaded tires will only be used on vehicles and equipment agreed upon by the City department representative. Tires will not be used which are greater than seven years of age from the date of manufacture. AMD will make arrangements to obtain credit for the selling of acceptable used tires that may be sold as casings. City departments will not be charged for disposal of used tires.

**Collision Repair Services.** Vehicles that have been involved in collisions must be driven or towed to the AMD Body Shop for a damage estimate. AMD administers a collision damage claims program to ensure that:

- 1) AMD Damage Claims personnel are supplied with repair estimates and photographs;
- 2) Quality/economical body and paint repairs are provided; and,
- 3) Quality assurance inspections are completed prior to returning a vehicle to active service.

City departments must promptly notify the AMD of collision incidents and complete a collision report. In most cases, the AMD Body Shop will not begin repairs on vehicles involved in collisions until a damage estimate has been completed and photographs of the damaged vehicle have been taken. AMD will coordinate damage claims with third party insurance firms. The appropriate City department representative will be provided detailed cost information for collision repairs if requested. Funds recovered through third party insurance claims will be credited to the appropriate City department.

**Warranty Administration.** It is in the interest of both parties to maximize the value of any manufacturer's warranty available on City assets. Warranty terms must be supplied to AMD via the in-service sheet. This information will be input into M5, allowing AMD staff to monitor and manage warranty repairs for all City vehicles and related equipment.

Every effort will be made to utilize the manufacturer's existing warranty for vehicle repairs and failures that occur within their warranty period. In instances where warranty service may be obtained locally, AMD will assist in facilitating delivery of the vehicle to manufacturer's representative or dealer. If no dealer is available locally, and with the authorization of the manufacturer, AMD may perform some warranty repairs under agreements in place. These repairs may allow AMD to recover reimbursement or credit for parts, labor or both at a negotiated rate. These recoveries of cost may cover all or part of the repair. In these instances, AMD will credit the user the value of the reimbursement, up to the amount of the repair. It is to be understood that warranty repairs may be rejected for various reasons and credit may not be received as initially expected (operator negligence or abuse, misdiagnosis, part audits, etc.).

AMD will also track and monitor warranties on the parts it uses in vehicle repairs. When parts fail within their warranty period, AMD will make repairs and bill as per the usual procedure. The AMD Warranty Administrator will submit a request for reimbursement from the part supplier and follow the claim process to resolution. Once a claim is finalized successfully, a credit will be issued to the owning department.

Records will be subject to audit and reconciled monthly.

**Recall Program.** AMD will provide a program to manage all manufacturer recalls. AMD's Warranty Administrator receives factory recall notices, adds them to a central tracking database and enters a work request in M5. Notifications are then distributed to owning departments, allowing them to schedule a time convenient to them for recall completion directly with vendor. Once the recall has been completed, the owning department must send a copy of the dealer completion paperwork to AMD within 10 days to the Warranty Administrator. This will allow the records to be updated. On occasion, it may be necessary for AMD to transport any vehicles that are down in our shop directly to the dealer for recall completion. In these

instances, this information will be communicated by the shop supervisor or service writer.

## **B. VEHICLE MANAGEMENT AND ASSET MANAGEMENT SERVICES**

**B.1.** City departments are responsible for developing specifications for vehicles and off-road equipment. City departments must submit specifications to the Fleet Management Steering Committee (FMSC) for review and approval.

**B.2.** AMD is accountable for vehicle numbering, license processing and entering vehicle information in the M5 FleetFocus database. In order to maintain the accuracy of M5 data, City department representatives must promptly notify AMD of the addition of new vehicles and equipment to this list. As vehicles and equipment are sent to surplus, department representatives must promptly notify AMD of the change in status and provide a copy of appropriate paperwork. These notifications must be addressed to the M5 Fleet Management Information System (FMIS) Coordinator.

### **B.3. Fleet Management Information System (F.M.I.S.)**

AMD utilizes a web-based system to manage vehicle maintenance operations (AssetWorks M5 FleetFocus). This system provides shop productivity data, equipment preventive maintenance scheduling, warranty tracking and other operational information. AMD will use this system to manage operations for City departments. AMD will also provide department representatives with special reports that are required to support management decisions regarding repair costs, vehicle replacements and budget preparation. AMD will also provide City departments with an unlimited number of user access accounts to the system. User training may be scheduled as needed.

## **C. FUELING PROGRAM**

AMD will provide the following fuel resources:

Maintenance of fuel inventories and operations of fuel stations at City facilities. AMD will issue Diesel Exhaust Fluid (DEF) from its storerooms.

The DEF will be monitored and tracked with the same attention as conducted with both diesel fuel and gasoline.

Maintenance of automated fuel system and dispensing equipment at City owned fueling stations.

Automated fuel system activation devices (memory fobs) that allow access and security of in-house fuel.

#### **D. CAR AND TRUCK WASH FACILITIES**

AMD will operate and maintain car and truck wash facilities for all city vehicles. Table 1 (page 3) identifies the location of AMD wash facilities.

#### **V. SERVICE PRICES AND BILLING PROCEDURES**

Fleet Maintenance, Repair and related services

Most repair services will be on a time and material basis. For billing purposes, AMD's rates are listed on Addendum 3.

#### **Fleet Fueling Services**

Fuel at AMD fueling sites will be provided at the AMD purchase price plus a fuel handling fee identified on Addendum 3. Diesel fuel requires certain additives throughout the year. Addendum 3 identifies the amount departments will be charged for fuel additives

#### **Billing Procedures**

Invoicing will be based on accounting periods with consolidated statements summarizing activity for all vehicles.

Individual work order detail will be available on request.

AMD and city department personnel will consistently work together toward a goal for reducing repair costs further during the contract.

On a monthly basis, the Finance Department will perform a journal entry to charge the city department budgets for AMD services rendered.

## **VI. RESPONSIBILITIES OF THE PARTIES**

### **A. Communications between AMD and City Departments**

Representatives from each department shall be appointed to provide all directional decisions with regard to management of the fleet and be the main point of contact for AMD.

The AMD Maintenance Manager or his/her designee will serve as the point of contact for overall vehicle programs and all policy matters.

The parties should meet at least monthly to discuss issues of mutual importance and yearly to update this ICP.



AMD utilizes customer response cards to gauge the ongoing day-to-day satisfaction with repair services. Therefore, AMD requests that these customer survey cards be completed and returned after each maintenance/repair. Signage with Quick Response (QR) Codes is posted at each maintenance shop. Customers are also encouraged to complete surveys utilizing the QR codes and a Smartphone QR Code Reader.

### **B. Compliance with the Preventive Maintenance Schedule**

City departments must honor all Preventive Maintenance (PM) scheduling requests of AMD. If rescheduling is necessary, City department representatives must do so at least 24 hours in advance.

AMD will honor appointments for preventive maintenance services. Vehicles that arrive by 8:00 am on their scheduled day of service will receive first priority. PM work flow prioritization may take into account fleet levels among departments, public safety and operational events such as weather. Depending on vehicle condition at the time of service, additional work may be required, delaying the anticipated return of the vehicle to the user department.

City departments must insure that employees make daily inspections of their vehicles before use. Drivers are responsible for vehicle refueling, fluid checks, tire condition and pressure, monitoring dashboard warning systems

including warning lights, gauges and system messages and for vehicle cleanliness. Drivers are also responsible to notify the appropriate AMD shop of any system fault warnings observed (i.e. – Check Engine Light, Brake or ABS, Airbag, etc.) at the earliest possible opportunity.

### **C. Provide Accurate and Timely Fuel Cost Information and Odometer Readings**

AMD will:

Train department personnel as requested in the use of the automated fuel dispensing system to insure that accurate odometer and/or applicable operational hour readings will be input during each fueling transaction.

Issue automated fuel system activation devices for easy processing and security of fuel from the fueling system.

Assist City departments in the development of applicable vehicle and equipment specifications. This will also include assistance during the evaluation of bids, participation in pre-bid hearings, vehicle-assembly inspections and compliance/acceptance inspections.

AMD will provide training to driver/operators on the safe inspection and operation of vehicles and equipment.

City departments must:

Promptly report lost, stolen or damaged fuel issue memory fobs.

### **D. Provide Timely Repair Authorizations**

City departments must:

Grant pre-approval for all repairs estimated to cost less than \$1,000 for light vehicles, \$2,000 on medium and heavy vehicles for non-emergency repairs and \$5,000 for emergency repairs.

When possible, provide repair authorizations to AMD within twenty-four hours of being contacted. Any authorizations outside of twenty-four hours may result in a delay of the repair.

Notify the appropriate AMD shop supervisor prior to taking a vehicle to an outside vendor.

Provide AMD with copies of work orders for any vehicle repairs completed outside of AMD's shops within seven (7) days of receipt to update the vehicle history in the M5 fleet management system. This will include completions of factory recalls and warranty repairs. Charges incurred from outside vendors for repairs that are initiated by City departments without prior approval of AMD will be the responsibility of City departments for payment.

#### **E. Report Vehicle Malfunctions Promptly**

City departments must report vehicle malfunctions and other needed repairs to AMD shop personnel promptly or as soon as practical following notice of such condition.

#### **F. Driver Responsible Repairs**

City departments must take appropriate steps to minimize actions resulting in driver responsible repairs on vehicles and equipment. These could include non-compliance with preventive maintenance schedules, misuses of equipment and accidents. City departments must train their staff and require compliance in the completion of pre-trip inspection reports in a joint effort to ensure safe fleet vehicles.

#### **G. Standards of Performance**

**Time Promised.** AMD will provide City departments with a turnaround time estimate for repairs if requested. If conditions change during the repair process, then AMD will provide the appropriate department staff with updated turnaround time information. AMD will complete repairs on vehicles as quickly and safely as possible. Repair turnaround times will be calculated **after** problem diagnosis has occurred and the department has given AMD repair authorization, if applicable.

**Vehicle Downtime.** AMD's primary goal is to reduce vehicle downtime. For vehicles, downtime will be limited to five percent (5%). If a vehicle is required eight hours per day and five days per week (2,080 hours per year), then it will be out of service for maintenance and repair activities a

maximum of 104 hours per year. Vehicles are considered out of service when they are not available during their normal work schedule. Vehicles requiring repairs due to collisions, vandalism, misuse, defects covered by manufacturer warranty or natural disasters shall not be included in downtime calculations. Downtime for repairs made by an outside or contracted vendor will be monitored for delivery and compliance, but may ultimately be outside of AMD's control.

All vehicles and equipment will be inspected when delivered to the shop for needed repairs and requests for parts.

City departments and AMD will determine performance standards for other service functions such as fueling, fleet management and asset management. City departments and AMD will continually discuss key standards for fleet maintenance performance.

## **H. Dispute Resolution**

The AMD operates as an Internal Service Fund. AMD services provided to departments and agencies will be billed and paid in full monthly. Billing adjustments (charge or credit) will occur the month following initial billing. With any billing system, the possibility of occasional disputes is inevitable. AMD will make every effort to settle disputes in a professional and timely manner. In order to resolve disputes, AMD provides the following resolution process.

- A. The first settlement step will be between the appropriate Shop Supervisor and the user department representative. If the dispute cannot be settled within five working days, the resolution process will move to Step B.
- B. The AMD Accountant will attempt to settle disputes with the user department accountant, or another representative, by reviewing pertinent documentation. If the dispute cannot be settled within five days, the resolutions process will move to Step C.
- C. The AMD Administrative Manager and AMD Equipment Maintenance Manager will be briefed on the dispute and review pertinent billing documentation. The user department, at this time, may choose to include an intermediate manager. If the dispute cannot be settled within five working days, the resolution process moves to Step D.



D. The fourth and final level will involve a presentation to the Director of Asset Management and the Director of the user department. Each side will be given an equal time for presentation, and review, of the disputed billing documentation. Following the presentations and within a reasonable time (to be determined by the Directors), the Directors will reach a decision. The decision and action to be taken to clear the dispute will be in written form and approved by both parties.

## **I. ICP Compliance**

AMD and all City departments will comply with all provisions of this ICP.

## **VII. ADMINISTRATION OF THIS ICP**

- A. The written rules contained in this document are meant to express the final protocol for City departments and AMD. No modifications can be made to the ICP unless approved in writing by the Mayor upon recommendation agreed to by the appropriate department head(s) and AMD. If a department or AMD wishes to modify the ICP, they shall notify one another of a request to make a change.
- B. If a disagreement or problem should arise concerning the operation of this ICP, the department(s) involved and AMD will attempt to resolve issues at the Department level. If the appropriate department representative(s) and AMD Maintenance Manager are unable to resolve the problem within three days, the matter will go to the Department Director and Asset Management Director or their designees. Disputes involving billing will be handled according to the Settlement Process (Section VI, Subsection H).
- C. This ICP shall be effective on the date approved by the City of Tulsa Mayor. The billing rates listed in Section V are set yearly in the approved AMD budget. If these rates change, the ICP will be amended.

Approved:

Jim Turney PRO-TEM  
Mayor ~~Richard~~

Dated: JUN 24 2015

Approved:

[Signature]  
Asset Management

Dated: 6-22-15

Approved:

[Signature]  
City Attorney

Dated: 6/23/15

## ADDENDUM 1

### Fleet Composition and Approximate Number of Units in the City's Fleet

#	Vehicle / Equipment Type	# of Active Units in Fleet
1	Automobile	300
2	Light Truck	575
3	Medium Truck	150
4	Heavy Truck	325
5	Vans	125
6	SUV's	250
7	Marked Units	700
8	Fire Apparatus	90
9	Motorcycle	20
10	Generators	95
11	Heavy Equipment	200
12	Trailers	300
13	Mowers/Tractors	120
14	Miscellaneous Equipment	300
15	Totals	3,550

## ADDENDUM 2 AMD Principals

The AMD Maintenance Manager will be responsible for problem resolution, ICP amendments and quality control. AMD's principals can be reached at the following numbers:

Name	Title	Location	Phone #	Email
Mark Hogan	AMD Director	490 West 23 <sup>rd</sup> St.	591-4070	<a href="mailto:mhogan@cityoftulsa.org">mhogan@cityoftulsa.org</a>
Mike Wallace	Maintenance Manager	490 West 23 <sup>rd</sup> St.	596-1235	<a href="mailto:mwallace@cityoftulsa.org">mwallace@cityoftulsa.org</a>
Diane Whalen	Fleet Analyst	490 West 23 <sup>rd</sup> St.	596-1244	<a href="mailto:dwhalen@cityoftulsa.org">dwhalen@cityoftulsa.org</a>
Gary Burr	Shop 2304 Supervisor	5675 South Garnett Road	596-8131	<a href="mailto:gburr@cityoftulsa.org">gburr@cityoftulsa.org</a>
Brian Erickson	Shop 32 Supervisor	480 West 23 <sup>rd</sup> St.	596-9842	<a href="mailto:berickson@cityoftulsa.org">berickson@cityoftulsa.org</a>
Kevin Jones	Shop 1 Supervisor	1720 Newblock Park Drive	596-9840	<a href="mailto:kjones@cityoftulsa.org">kjones@cityoftulsa.org</a>
Danny Tiller	Shop 25 & 26 Supervisor	1790 Newblock Park Drive	596-9817	<a href="mailto:dtiller@cityoftulsa.org">dtiller@cityoftulsa.org</a>
Bob Brown	Inventory Control Supervisor	490 West 23 <sup>rd</sup> St.	596-9720	<a href="mailto:bobbrown@cityoftulsa.org">bobbrown@cityoftulsa.org</a>
Robert Fazendine	Support Operations Supv.	480 West 23 <sup>rd</sup> St.	596-1236	<a href="mailto:rfazendine@cityoftulsa.org">rfazendine@cityoftulsa.org</a>
Brian Franklin	Administrative Manager	490 West 23 <sup>rd</sup> St.	596-9810	<a href="mailto:bfranklin@cityoftulsa.org">bfranklin@cityoftulsa.org</a>
Sherron Wilson	Accident & Damage Claims	OTC, 14 <sup>th</sup> Floor	596-2853	<a href="mailto:srwilson@cityoftulsa.org">srwilson@cityoftulsa.org</a>
John Reel	M5 Fleet Mgmt.	490 West 23 <sup>rd</sup> St.	596-9815	<a href="mailto:jreel@cityoftulsa.org">jreel@cityoftulsa.org</a>
Tim Keiffer	Warranty & Training	1720 Newblock Park Drive	596-9820	<a href="mailto:tkeiffer@cityoftulsa.org">tkeiffer@cityoftulsa.org</a>
Kevin Rice	AMD Accountant	490 West 23 <sup>rd</sup> St.	596-9839	<a href="mailto:krice@cityoftulsa.org">krice@cityoftulsa.org</a>

### **ADDENDUM 3**

#### **AMD Rates**

- Mechanical Labor – **\$55.00**/per hour;
- Standard overtime rate – **\$82.50**/per hour
- Body Shop Labor – **\$43.00**/hour
- Parts – AMD's cost plus **25%** in order to cover parts acquisitions and inventory services provided by contract and in-house parts staff.
- Sublet services – AMD's cost plus **5%** in order to cover contract administration, invoicing and coordination costs.
- Car and Truck Wash – AMD bills **\$3.28** per vehicle per month. An unlimited number of car and truck washes are included in this billing.
- Fuel at AMD fueling sites will be provided at the AMD purchase price plus **\$.10** per gallon. Diesel fuel requires certain additives throughout the year, and departments are charged an extra **\$.06** per gallon during the winter and **\$.03** per gallon during the summer.