

 NORFOLK Department of Police	Administrative General Order - 530: Vehicle Maintenance		
	Office of Preparation: Strategic Management Division (mar)		
	CALEA:	None	
	VLEPSC:	None	
LEGAL REVIEW DATE:	8/6/14	PRESCRIBED DATE:	8/8/14
City Attorney:	<i>Martha P. McEann</i>	City Manager/Director of Public Safety:	<i>Marcus D. ...</i>
APPROVED BY THE AUTHORITY OF THE CHIEF OF POLICE:		<i>[Signature]</i>	

Purpose

The purpose of this order is to establish departmental procedures pertaining to the maintenance and repair of police vehicles and wireless equipment.

Policy

The Norfolk Department of Police vehicles are to be kept in such condition as to be capable of safe performance and operation, consistent with their assigned use, through a program of inspection, maintenance and repair. It is the operator's duty to comply with City's vehicle policies and procedures and to conserve fuel when possible. Disabled vehicles shall not be left unattended on City streets while waiting to be towed. Firearms shall be secured at all times and removed from police vehicles when operated by civilians.

Supersedes:

1. G.O. ADM-530, dated (February 8, 2011)
2. Any previously issued directive conflicting with this order

Order Contents:

- I. Inventory
- II. Operator Responsibilities
- III. Spare Keys
- IV. Car Wash
- V. Fuel
- VI. Speedometers
- VII. Wireless Communications
- VIII. Flat Tires
- IX. Fleet Maintenance
- X. Towing Police Vehicles

I. Inventory

- A. A predetermined number of vehicles make up the police fleet. Supervisors who have a need to increase the number of assigned vehicles, must submit a request to the Chief of Police, via the chain of command.

- B. Police Fleet Manager shall be responsible for:
 - 1. Serving as the Department's fleet liaison and coordinating vehicle maintenance, repairs, car wash, and fuel issues with Fleet Management (City Garage), the IT/Wireless Communications Bureau Radio and Electronics Shop (Radio Lab), and approved vendors.
 - 2. Maintaining the Department's vehicle inventory according to the Standard Operating Procedures (SOP) manual.
 - 3. Analyzing usage and repair reports and ensuring departmental vehicle records are validated.
 - 4. Recommending revisions to departmental policies and procedures, via the chain of command.

- C. Commands shall:
 - 1. Maintain a vehicle log of users and reported vehicle damage for assigned vehicles.
 - 2. Notify the Police Fleet Manager upon the reassignment of police vehicles.

II. Operator Responsibilities

- A. Employees shall be held accountable for the condition of police vehicles operated by or assigned to them.

- B. Police personnel shall conduct a vehicle inspection before operating the vehicle. All defects, damage, and equipment shortages (including the vehicle card) shall be reported immediately to a supervisor assigned to the same command as the vehicle.

- C. Unreported vehicle or equipment defects, damage, or shortages shall be presumed to have occurred during the use of the employee who operated the vehicle prior to its discovery.

- D. Civilians shall not operate a police vehicle equipped with a firearm.

- E. Employees authorized to use city vehicles when traveling outside the City's limits shall refer to the City's policies and procedures, published by Fleet Management.

III. Spare Keys

- A. Commands shall ensure that a spare key is available for each vehicle assigned to their respective command. If the spare key for a vehicle is not accessible, a spare key may be obtained from the Garage during operating hours.
- B. No attempt shall be made to use a slim jim or similar device to unlock police vehicles.

IV. Car Wash

- A. Police vehicles that need to be cleaned shall be taken to the City's car wash vendor listed in Attachment A, during operating hours.
- B. Firearms shall be secured when an officer accompanies the vehicle to the car wash. Equipment, including laptops and firearms, shall be removed from unattended vehicles left for servicing.
- C. Vehicles that need to be washed or decontaminated shall not be parked on the vendor's parking lot after hours.
- D. Vehicles shall be washed at the discretion of each command.

V. Fuel

- A. Employees shall adhere to the City of Norfolk Automated Fuel Card Policy and follow safety practices when obtaining fuel.
- B. Fuel - A list of City-approved fueling locations are contained in Attachment B. Employees shall use their employee Personal Identification Number ("PIN") and appropriate vehicle or miscellaneous fuel cards to activate fuel pumps. In case of missing or damaged fuel cards, operators may be able to obtain fuel at fueling locations that maintain a logbook by showing proper identification.
 - 1. Vehicle Fuel Cards – Shall be located in and used for the assigned vehicle as indicated.
 - 2. Employee Fuel Cards and PINs – Employees shall report for duty with their fuel card and assigned PIN. PINs shall be kept confidential.
 - 3. Miscellaneous Fuel Card – Shall be used in place of missing vehicle cards or items that do not have a vehicle number assigned to them, such as generators. These cards are available in each Patrol Division. However, supervisors may contact the Police Fleet Manager in emergency situations. Custodians and card holders are reminded that they shall maintain a usage log for auditing purposes on any fuel received (Attachment C).
- C. Personnel shall monitor vehicle maintenance indicators and report all problems to

their supervisors as soon as practicable so that Fleet Maintenance can be notified through proper channels and the problem corrected.

- D. Personnel shall refer to G.O. ADM-520: City Owned Property, for departmental procedures pertaining to issuing and missing vehicle and employee fuel cards.

VI. Speedometers

- A. The Norfolk Department of Police Fleet Manager shall schedule semi-annual calibration of speedometers for marked and unmarked vehicles, excluding scooters and motorcycles, normally utilized in a patrol capacity.
- B. The Property and Evidence Unit shall ensure certified copies of speedometer certificates are available for court purposes.

VII. Wireless Communications

The Radio Lab provides preventative maintenance and repairs for police radios (portable and in-car mobile), in-car videos, radar units, PA/sirens, and laptops. However, laptops are to be examined by Technology Support Unit ("TSU") personnel before taken to the Radio Lab, unless otherwise instructed. Vehicle electrical problems, including light bars, are handled by the City Garage.

- A. Personnel taking vehicles to the Radio Lab shall explain the reason for requesting service to the technician and ensure log-in procedures are completed.
- B. Firearms shall be secured when a police officer accompanies the vehicle to the Radio Lab. Equipment, including firearms, shall be removed from vehicles left unattended for servicing.
 - 1. Laptops are to be removed from vehicles taken in for servicing or in the process of being removed from the police fleet, unless otherwise instructed.
 - 2. In-car video repairs or removal should have the assigned camera remote transmitter available and the recording media (tape) removed.
- C. PD 713, Vehicle Repair Request, shall be completed when the operator reporting the problem cannot accompany the vehicle to the Radio Lab. Vehicles needing to be checked-in for service shall not be parked in the Radio Lab's parking lot after hours.
- D. Emergency repairs are available after hours by contacting the Emergency Communications Center ("ECC" or "Radio Room") and requesting the assistance of an on-call radio technician. Supervisors may request an emergency radio maintenance call out, provided all available spare vehicles have been put into service. Such requests should include the nature of the problem and a description of the equipment involved.

VIII. Flat Tires

- A. Vehicle operators are responsible for the changing and repair of flat tires. All repairs to flat tires shall be conducted and inspected at the City Garage. The telecommunicator and employee's supervisor shall be notified. A repair message shall be requested for employees logged in the Computer Aided Dispatch System ("CADS").
- B. If the needed repair occurs during City Garage hours, Attachment A, the operator shall:
 - 1. Drive the vehicle to the City Garage, provided that the vehicle can be operated in a safe manner (the air in the tire is low).
 - 2. Contact the City Garage service desk if the vehicle cannot be driven or the tire needs immediate service and request tire service.
 - a. If the estimated time of arrival is an hour or less, the operator shall wait for the vendor.
 - b. If the estimated time of arrival is greater than one hour, the operator shall change the flat tire, unless otherwise approved by his or her supervisor.
- C. If the needed repair occurs when the City Garage is closed, the operator shall:
 - 1. Park the vehicle at a police facility providing the vehicle can be operated in a safe manner (the air in the tire is low). If tire service can wait until the City Garage is open, the operator shall complete a PD 713, Vehicle Repair Request.
 - 2. Contact the telecommunicator if the vehicle cannot be driven or the tire needs immediate service and request tire service.
 - a. If the estimated time of arrival is an hour or less, the operator shall wait for the vendor.
 - b. If the estimated time of arrival is greater than one hour, the operator shall change the flat tire, unless otherwise approved by a supervisor.

IX. Fleet Maintenance

- A. The City Garage is a secured facility and employees shall not park vehicles needing servicing outside this location. Vehicles shall be taken during operating hours shown on Attachment A, Vehicle Maintenance Vendors.
- B. The City Garage publishes a monthly schedule indicating when police vehicles are to be brought to the City Garage for preventive maintenance ("PM"). The schedule shall be distributed to each command prior to the beginning of each month.
- C. Commands shall ensure that scheduled vehicles are taken on the assigned day before 0900 hours. Late vehicles may be placed at the end of the service line; therefore, commands may need to reschedule the service date.

- D. If a vehicle is in need of repair, the operator shall take the vehicle to the City Garage and follow check-in procedures.
 - 1. Employees shall not wait over an hour for any repair or preventive maintenance to be performed, unless approved by a supervisor.
 - 2. The operator shall be responsible for completing a PD 713, Vehicle Repair Request, if unable to accompany the vehicle to the City Garage.
- E. Firearms shall be secured when a police officer accompanies the vehicle to the City Garage. Equipment, including laptops and firearms, shall be removed from vehicles left unattended for servicing.

X. Towing Police Vehicles

- A. The operator shall notify the telecommunicator and a supervisor when a police vehicle becomes disabled or unsafe to operate and request a tow, providing the vehicle's information, the nature of the problem, and the location. The operator shall be responsible for completing a PD 713, Vehicle Repair Request.
- B. All departmental equipment, including laptops and firearms, shall be removed from the vehicle before the disabled police vehicle is towed. Vehicles shall not be towed to a police facility for the purpose of removing equipment, unless the vehicle has an unusual amount of specialized equipment, such as the bomb truck.
- C. When requesting a tow from a location other than a police facility, an employee shall remain with the vehicle until the tow truck has removed the vehicle.

Related Documents

- 1. G.O. ADM-335: Infectious Disease Control
- 2. G.O. ADM-490: Out of City Travel
- 3. G.O. ADM-520: City-Owned Property

Attachments

- A. Vehicle Maintenance Vendors
- B. Fueling Locations
- C. Miscellaneous Fuel Card Log

Vehicle Maintenance Vendors

Freedom Car Wash

Address: 1200 N. Military Highway
Telephone Number: 233-7610
Operating Hours: Monday-Friday, 0800-1800 Hours

IT/Wireless Communications Bureau Radio and Electronics Shop (Radio Lab)

Address: 1112 Azalea Garden Road
Telephone Number: 441-5800
Operating Hours: Monday-Friday, 0730-1630 Hours, closed on weekends and holidays
After Hours Emergency: Supervisor will request telecommunicator to contact the on-call technician

Fleet Management (City Garage)

Address: 1188 Lance Road
Service Desk Telephone Number: 441-5702 or 441-5703
Operating Hours: Monday-Friday, 0700-1630 Hours, closed on weekends and holidays
After Hours Emergency On-call Technician: Supervisor will call 554-5324 or 615-2766

Note: PD 713, Vehicle Repair Request, and the Fleet Management Car Wash Purchase Requisition (Car Wash Slip) are available at R:\Reference\Forms\Other Forms\Vehicle Maintenance. Car Wash Slips may be available at the car wash establishment.

City Fueling Locations

Norfolk Vendor Sites

Store Name	Brand	Address	24	Diesel	Phone
Wards Corner Shell 563	Shell	7726 Granby St.	Y	Y	757-588-7416
Racecoast	Unbranded	303 E. Little Creek		Y	757-588-5760
Shell - Parker Oil	Shell	7501 Tidewater Dr.			757-480-1138
Shell VA 539	Shell	7900 Chesapeake Blvd.	Y		757-588-5039
Airport Quick Mart	Unbranded	2504 E. Little Creek Rd.		Y	757-539-2358
Sub Track CITGO	Unbranded	1243 Norview Ave.		Y	757-857-1364
One Stop	Unbranded	2628 Tidewater Dr.		Y	757-627-7690
Sentry	Unbranded	857 Monticello Ave.		Y	757-539-2358
Airport Shell #633	Shell	2750 N. Military Hwy.	Y	Y	757-855-2323
Sub Track CITGO	Unbranded	2335 Azalea Garden Rd.		Y	757-853-5446
BP Jr. Market	Unbranded	3601 E. Ocean View Ave.			757-362-0911
CITGO Sub Track	Unbranded	5369 Princess Anne Rd.	Y	Y	757-855-5756
Quarles Fueling	Unbranded	4545 Progress Rd.	Y	Y	877-444-3835
Kangaroo Express 3702	Citgo	1146 N. Military Hwy.	Y	Y	757-461-2122
Military Circle Shell	Shell	500 N. Military Hwy.	Y	Y	757-461-3300

City Owned Sites

School Bus Garage	City	Raby Road		Y	
Streets & Bridges	City	2205 McKann Ave.		Y	

Miscellaneous Fuel Card Log

Date	Card Number	Vehicle or Equipment Receiving Fuel	Amount/Gal	Person Obtaining Fuel