The University of British Columbia Building Operations	Vehicle Fleet Management & Operations I-C-07
POLICIES AND PROCEDURES	

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1 PURPOSE

1.1 To ensure that Building Operations' vehicles & fleet equipment are managed and operated in a cost effective, efficient and safe manner in support of the mission & goals of the Department and the University.

1.2 All employees are expected to work in a safe and professional manner. Failure to abide by this policy and related procedures will result in appropriate corrective actions up to and including discharge.

2 POLICY

2.1 Building Operations' vehicles and fleet equipment will be centrally managed by the Manager, Fleet & Inventory. The Manager, Fleet &Inventory will oversee all aspects of Building Operations' fleet management and operations, including:

- vehicle acquisition
- vehicle maintenance
- vehicle information system
- licensing and insurance
- vehicle operating procedures
- driver training
- accident reporting
- vehicle replacement
- vehicle disposal
- anti-idling procedure
- fuel efficient driving procedure (harsh braking, cornering and accelerating)

2.2 Vehicles will be purchased, leased or rented based on the economics of the specific acquisition.

2.3 The Building Operations Garage will maintain vehicles that are purchased or leased by Building Operations.

2.4 The Garage will receive adequate annual core funding to cover the costs of routine repairs and preventative maintenance on Building Operations' vehicles. Repair costs resulting from abuse or negligent use of vehicles will be passed on directly to the user shop or crew.

2.5 Vehicle operators must have the appropriate certification and/or license.

2.6 Drivers must operate Building Operations' vehicles in a safe and courteous manner and in accordance with all UBC policies and procedures and all applicable federal, provincial, municipal regulations and bylaws.

2.7 All accidents involving Building Operations vehicles must be reported in accordance with the procedures contained in this policy.

3 GUIDELINES

3.1 Building Operations Vehicle Fleet Management and Operations are governed by and must work within guidelines set forth in various federal & provincial statutes and regulations, as well as relevant UBC policies & procedures. These include, but are not limited to:

- WorkSafeBC Compensation Act
- WorkSafeBC Occupational Health & Safety Regulation
- B.C. Motor Vehicle Act & Regulations
- National Safety Code for Commercial Motor Vehicles
- Transportation of Dangerous Goods Act & Regulations
- UBC Policy #15 – Smoking and Smoking Product Promotion on Campus
- UBC Policy #122 – Purchasing
- City of Vancouver By-law No. 9344

4 PROCEDURES

4.1 Vehicle Acquisition

UBC Building Operations' fleet management vision is based on an "Asset Management" approach to managing its vehicles. This is a comprehensive, long-term view that depends upon quality data on the operational and maintenance cost of each vehicle. This strategy requires a decision support tool that would provide immediate access to data needed to support resource allocation decisions. This tool also allows the fleet manager to compare the maintenance costs of multiple vehicles. All requests for vehicle acquisition will be vetted through this process to ensure it an appropriate business decision.

The final decision to rent, lease, purchase outright or finance the vehicle acquisition through a treasury loan will be made by the Director, Operational Effectiveness and will be based on an economic analysis of the acquisition in question. All purchased and leased vehicles will be funded centrally through the Fleet Management account.

4.2 Vehicle Maintenance

The Building Operations maintenance garage is responsible for maintaining all Building Operations owned and leased vehicles.

The vehicle user is responsible for performing daily/weekly inspections as per the Vehicle Inspection Checklist (Appendix #2) supplied with the vehicle. This inspection checklist is to be completed and submitted to the Head Mechanic. Vehicles covered under the National Safety Code (i.e. garbage trucks, recycling truck tractors, ride-on lawn mowers, sweepers, backhoes, skid steers, and excavators) must be inspected daily by the driver. The daily inspection paperwork (Appendix #2) must be kept in the vehicle and then submitted once a week to the head mechanic.

Routine repair and preventative maintenance costs for certain specialty vehicles, such as the garbage and recycling trucks, may be designated as the responsibility of the user shop. Any such arrangement will be made by special agreement with the user shop.

4.3 Vehicle Information Database

The Manager, Fleet &Inventory ,will maintain a database of Building Operations vehicles and fleet equipment. The database will include the following information:

- UBC vehicle number
- license number
- model year, make & model
- VIN
- user crew name & number
- description of use
- kilometres
- capitalized cost
- estimated replacement date
- lease cost
- lease start date
- lease term
- depreciation period
- latest annual maintenance costs
- comments

4.4 Licensing & Insurance

All employees who operate Building Operations' vehicles must have a valid British Columbia driver's license of the classification required for their current position. All Building Operations drivers must annually verify that their license is valid by showing the license to their manager and signing the *Driver's License Verification List* (Appendix #4). The manager will sign-off on each license inspection and forward the completed authorization list for their respective shop to the Manager, Fleet & Inventory no later than June 15th of each year. It is the employee's responsibility to ensure that their license is valid. If it is invalidated or suspended for any reason the employee must inform his/her supervisor immediately.

All Building Operations' vehicles will be properly licensed through the Insurance Corporation of British Columbia (ICBC). Building Operations' vehicles will be insured through ICBC for third party liability losses only. Collision coverage (i.e. "own-damage" – damage caused by negligence of UBC driver and not a third party) and comprehensive coverage for Building Operations' vehicles will be provided through a University Self-Insurance Fund administered by the University Treasury.

Vehicles rented by Building Operations for more than 1 month must be insured through the University Self-Insurance Fund for collision and comprehensive coverage.

4.5 Vehicle Operation

Building Operations' vehicles are to be operated only by Building Operations personnel and only for the purposes of University business.

Building Operations' vehicles must be operated at all times in a safe and courteous manner and in accordance with all applicable bylaws, laws and regulations. This includes, but is not limited to:

- driving at an appropriate speed with regard to road conditions and posted limit
- obeying all traffic signs (i.e. stop signs, yield signs, pedestrian crossings)

- using a high degree of caution around pedestrians on the UBC campus
- obeying all UBC parking notices and restrictions
- **where practicable, back into a parking space to allow for maximum visibility upon exiting the space**
- using a high degree of caution when backing up (i.e. walking around vehicle before backing to check for obstacles, backing out of traffic rather than into traffic whenever possible, using a passenger to provide assistance whenever possible)
- refraining from operating or parking vehicles on grass areas, landscaped areas or pedestrian zones
- wearing a seatbelt at all times
- refraining from using any hand held electronic devices while driving as per section 30.07 of the motor vehicle act. This includes cellular phones, even in hands free mode while in a vehicle unless the vehicle has been removed from the flow of traffic and is at a full stop. An exception can be made only by request to your manager on a case by case basis.
- refraining from smoking in any UBC vehicle
- refraining from harsh braking
- refraining from harsh cornering
- refraining from harsh accelerating

Vehicle users are responsible for the basic housekeeping duties involved with vehicle operation. This includes:

- ensuring that the vehicle is kept free of debris/waste
- ensuring that materials/tools are stored neatly in the vehicle
- ensuring that the vehicle exterior is kept clean (washing station is located at the South Campus MRF site)
- ensuring that vehicles are secured at all times when not in use

4.6 Driver Training

- All (new & existing) vehicle operators will complete a driver orientation program focused on usage procedures and fuel efficiency targets. Content will be refreshed every two years.
- Vehicle operators must receive specific training prior to operation of specialized fleet equipment (i.e. garbage/recycling trucks, dump truck, crane truck, bobcat, backhoe).
- All managers will complete specific training on strategies for minimizing fuel consumption specific to the units assigned to their group.

4.7 Accident Reporting

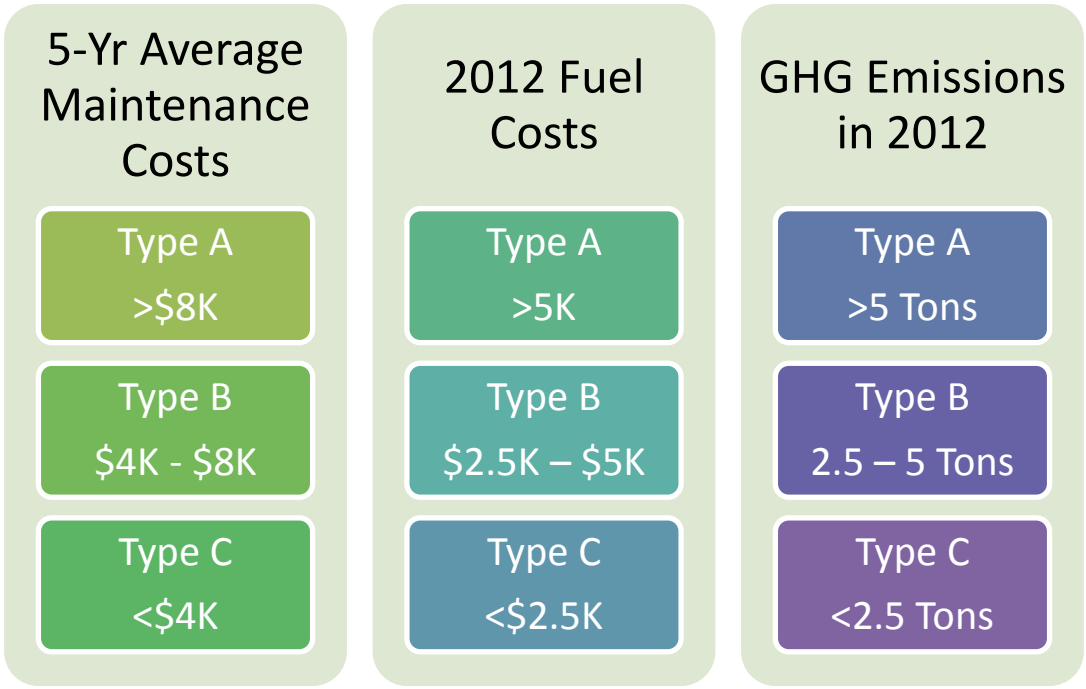
Accidents must be reported as per the instructions set forth in Appendix #5 and #6, with a copy to the Manager, Inventory & Fleet.

The cost to repair damages not covered by ICBC third party liability insurance will be borne by the cost centre of the vehicle user. The repairs, cosmetic or otherwise, may not be delayed for any longer than 1 month from the time of the incident.

4.8 Vehicle Replacement

In order to ensure that the fleet is replaced appropriately, three factors were deemed critical to determine the correct cadence:

1. Maintenance Costs
2. Fuel Costs
3. Green House Gas Emissions (GHG)



All vehicles were classified in three categories for each one of these factors using the ABC Analysis methodology. The results of the ABC Analysis for the three categories will be the Joint Criteria Class for a vehicle.

Once a vehicle is classified for each one of the three replacing criterion, then its Joint Criteria Class is determined. The Joint Criteria is basically the combination of the three values obtained in each criterion sorted this way: Maintenance Cost Class, Fuel Cost Class and GHG Class. For example, the Joint Criteria Class for a vehicle that was labeled "A" for Maintenance Costs, "B" for Fuel Costs and "B" for GHG emissions would be "ABB" Joint Criteria Classes then were grouped into "Priority Tiers".

Priority Tiers are conformed by Joint Criteria Classes that have vehicles that share the same kind of urgency to be replaced. For example the 1st Priority Tier consist of Joint Criteria Classes containing 2 A's and the "AAA" class while the 4th Priority Tier consist of all classes with 2 C's and the "CCC" class. These priority tiers will allow UBC Building Operations' Fleet Manager to identify which vehicles should be replaced first (1st priority tier). Once these vehicles are replaced, then the Fleet Manager can look at replacing the next tier of vehicles. Once a vehicle has been flagged as first priority, a life cycle analysis or a total maintenance costs study can be performed to validate the need to replace it. It should be noted that any critical safety concerns with a vehicle will supercede the priority tiers and ensure that the vehicle in question is taken off the road and replaced as soon as possible.

4.9 Vehicle Disposal

The Manager, Inventory & Fleet will dispose of surplus and obsolete vehicles either through return to the lease company, trade-in, or disposal through ARI.

4.10 Anti Idling Procedure

a. Purpose:

To protect public health and improve the environment by reducing greenhouse gas emissions and urban noise while conserving fuel.

b. Definition:

Idling is defined as running the engine of a motor vehicle while the vehicle is not in motion.

c. General*:*

i. Engines continue to consume fuel and emit pollutants when idling. Less idling time is beneficial for the environment as it reduces air and noise pollution while conserving fuel. It also reduces wear and tear on engines, lengthening their life while conserving money. Idle free policies have been proven to reduce emissions in various municipalities by 15% and improve fuel efficiency.

d. Procedures**:**

i. An operator of a motor vehicle must not leave engine idling for longer than 3 consecutive minutes in a 60 minute period.

ii. An operator of a motor vehicle must not leave engine idling while vehicle is unattended and unlocked.

iii. Idling Exceptions:

1. Any vehicle that needs to run during services or repair
2. Any vehicle that needs to idle for safe operation (i.e. defrost its windshield)
3. Diesel powered vehicles and equipment will need to be allowed to warm up for longer periods of time depending on outside temperatures (i.e. 30 seconds).
4. Motor vehicles that contain or has attached to it equipment requiring power from the engine to operate in the course of operation of such equipment (i.e. Bucket trucks etc.)
5. Motor vehicles in the course of assistance in an emergency (i.e. confined space rescue etc.)

e. Related Policies/References:

i. This policy conforms to the City of Vancouver By-Law No. 9344.

5 HEALTH & SAFETY

The policies and procedures contained in this Vehicle Fleet Management & Operations policy, particularly those related to licensing, training, accident reporting and vehicle operation, are intended to improve the health and safety of workers at UBC.

6 SAFE WORK PROCEDURES

In case of a chemical spill please follow the Department of Health, Safety & Environment spill reporting procedure. For more details please visit www.riskmanagement.ubc.ca.

7 GPS – Building Operations Vehicles

a. Purpose:

To safeguard UBC Building Operations staff engaged in the operation of University vehicles; provide an effective dispatch process for vehicles in service; and, to ensure the proper care, handling and

maintenance of these vehicles. Lone worker safety is vital to Building Operations role, as they have a responsibility to respond to critical alarms for repairing equipment, thus placing at a higher risk than shift workers in other disciplines. Being aware of their precise location in the event of injury or a communication breakdown is essential to ensuring staff safety. The GPS system will not be used as a tool for continuous, real-time monitoring of staff for performance management purposes. It may, however, be used to investigate complaints of misuse of departmental vehicle use provided that clear and specific grounds exist that make it necessary to use the GPS information for this purpose.

b. Definitions:

GPS - Global Positioning System (Building Operations currently utilizes the Geotab tracking system)

Personal Information - Information about an identifiable individual, other than contact information

c. General Procedures:

i. Building Operations Management will be provided with an orientation on the appropriate use of the GPS technology as it applies to Privacy legislation. Building Operations will train managers who will have access to the GPS technology information to ensure that they use it appropriately. Building Operations will designate certain individuals who will be entitled to access the GPS system and to ensure that they do not disseminate the information beyond the group authorized to view the information.
ii. Building Operations will manage the records subject to UBC policies and provincial laws.
iii. All records will be retained for as long as they are required to meet legal, administrative, operational or other requirements of UBC. Records that are used to make a decision that directly affects an UBC employee or individual must be kept for one year. There may be special circumstances that warrant retention for a longer period of time, such as where a vehicle has been involved in an accident, or there are claims against UBC.
iv. Where records are kept, they will be kept in a secure manner using generally accepted technology to secure the records.
v. Where records are to be disposed of, appropriate security measures must be observed to ensure destruction is undertaken in a permanent and secure manner. A record of the disposal should be created.
vi. Personal Information collected under the GPS Technology will be stored and accessed in Canada unless Building Operations obtains consent of the employee to store or access the personal information outside of Canada.
vii. Building Operations will make every reasonable effort to ensure the Personal Information is accurate and complete.

d. Collection, Use and Disclosure of Personal Information:

i. The GPS system will be used primarily for the purpose of Building Operations employee safety. Employee safety is critical as staff can be out of radio contact on occasion in various parts of the campus or in buildings, and due to the potentially hazardous environments they may need to work in, it is important to know where they are.
ii. Building Operations will monitor the GPS system to determine the kilometres travelled by each vehicle to accurately ensure the vehicles are serviced at regular intervals.
iii. Building Operations will also track emissions to provide an accurate reading on greenhouse gas emissions. The combination of data on kilometres travelled and emissions will be set to allow for notification if a vehicle drops below 90 percent of factory set fuel efficiency, allowing the Building Operations garage to perform predictive maintenance and ensuring fuel efficiency is maintained across the fleet.

iv. Building Operations will not use the GPS system as a tool for continuous, real-time monitoring of staff for performance management purposes. However, Building Operations may use the Personal Information collected by the GPS system to investigate staff use of departmental vehicles where there has been an accident involving the vehicle; a complaint of speeding or other inappropriate or unlawful driving; a report of the vehicle being off-campus without authorization; or where other clear and specific grounds exist that make it necessary to use the GPS information to investigate a breach of law or a breach of policy related to Building Operations vehicle use.

v. Building Operations may disclose Personal Information collected by the GPS system for purposes consistent with its collection, where it has received an order from a court or body with authority to compel the production or otherwise in compliance with law.

vi. Building Operations uses the GPS system to collect Personal Information under the authority of section 26(c) of the British Columbia *Freedom of Information and Protection of Privacy Act.* Questions about the collection of Personal Information using the GPS system may be referred to the Manager, Fleet and Inventory or designate at 2329 West Mall, Vancouver, BC, 604-822-0992.

4.11 Building Operations Fuel Efficient Driving Procedure

a. Purpose:

To support driving behavior that will reduce accident risk, brake damage and GHG emission/fuel consumption

b. General:

i. Harsh Braking, Accelerating and cornering have been proven to waste as much as 40% of trip fuel consumed while only saving 4% of time traveled. Harsh driving also accelerates wear and tear on the engine and is extremely taxing other vehicle components.

c. Procedures:

i. An operator must not brake harshly. Harsh braking is defined as when there is a drop in speed of 17km/h in a single second. A force of ½ G would be exerted on the vehicle.

ii. An operator must not accelerate harshly. Harsh accelerating is defined as when speed increases 16km/h in a single second. A force of ½ G would be exerted on the vehicle.

iii. An operator must not corner harshly. Harsh cornering is defined as a hard or aggressive turn causes a force greater than ½ G to be exerted on the vehicle. A light duty passenger vehicle making a 90 degree right hand turn above 40 km/h.

8 APPENDICIES

8.1 APPENDIX 1

VEHICLE INSPECTION CHECKLIST

THE UNIVERSITY OF BRITISH COLUMBIA

BUILDING OPERATIONS
DAILY REPORT

52303

"A" SERVICE REPORT

UNIT NO.	MILEAGE	DATE M/D/YR	DRIVER

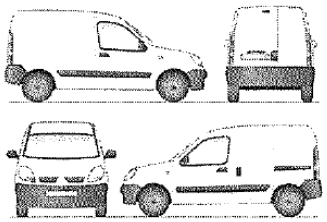
FLUID LEVELS	OK	Added/Qty
Engine Oil	☐	
Coolant	☐	
Transmission Fluid	☐	
Battery Water	☐	
Power Steering Fluid	☐	
Brake Fluid	☐	
Hydraulic Fluid	☐	
Check Fan Belts	☐	

No defects were found

Signature:

Walk Around Vehicle **OK**

Body Damage ☐
Tires, Wheel Studs ☐



Remarks

CHECK FOR PROPER OPERATION

1. Horn	☐	7. Gauges	☐
2. Neutral Start Switch	☐	Fuel	☐
3. Park Brake	☐	Oil Pressure	☐
4. Lights		Coolant Temp.	
Headlights	☐	Charging Indicator	☐
Turn Signals	☐	Air Pressure	☐
Brake Lights	☐	Hourmeter	☐
Clearance Lights	☐	Speedometer	☐
Beeper	☐	8. Oil, Fuel, Exhaust Leaks	☐
5. Wiper and W.S. Washer	☐	9. Brake Adjustment	☐
6. Mirrors	☐	10. Steering - Free Play	☐

DAILY

- At the start of a shift all vehicles and equipment that are being operated will be subject to a visual inspection in order to identify any body damage. If there is no record of the body damage being previously reported an accident investigation will be conducted to determine who was responsible and appropriate action will be taken.
- Vehicles covered under the National Safety Code, such as our large waste/recycle units, must be inspected daily by the driver. A copy of the daily inspection paperwork must be kept in the vehicle and then submitted once a week to the Head Mechanic.
- If you are unsure as to whether your vehicle requires a daily inspection please contact the Garage.
- Tractors, ride on lawn mowers, sweepers, backhoes, skid steers, and excavators must also be inspected, lubricated and cleaned daily.
- Please consult with the Manager, Inventory & Fleet and Garage staff as to the expectations regarding the inspections, lubrication and cleaning required.

WEEKLY

- For all light duty trucks and cars the vehicle user is responsible for performing weekly inspections as per the ***Vehicle Inspection Checklist*** which can be obtained from the Garage.
- This inspection checklist is to be completed and submitted to the Head Mechanic each week.

8.2 APPENDIX 2

DRIVER'S LICENSE VERIFICATION

All Building Operations drivers must annually verify that they possess a valid B.C. driver's license of a classification suitable for their position. Each driver must present their license to their manager and sign the verification list below. The manager will sign-off on each license inspection and forward the completed verification list for their respective shop(s) to the Manager, Inventory & Fleet no later than June 15th of each year.

Department _____ Division/Shop _____

Manager/Management Supervisor _____

Driver's Name	**L**	**License Valid? (Y/N)**	**Driver's Signature**	**Manager's Signature**	**Late**

8.3 APPENDIX 3

UBC VEHICLE FLEET ACCIDENTS

1. The vehicle driver must report an accident to ICBC without delay (Dial-a-Claim 604-520-8222) if the incident:

   (i) involves another vehicle not owned by UBC
   OR (ii) causes injuries
   OR (iii) causes damage to property of others.

   If none of the above three conditions exists and the damages involve only the UBC vehicle due to the sole negligence of the UBC driver, ICBC insurance will not apply and there is no requirement to contract ICBC.

2. The vehicle driver is required by law to report in person to police authorities when an accident results in injury or if the combined total damage is estimated to exceed $1,000.

3. In all of the above cases, the vehicle driver is required to complete a **"UBC Fleet Vehicle Accident Report"** (Appendix 4) - (blanks obtainable from the Garage 604-822-9822) and submit it to the Garage or the Manager, Inventory & Fleet. Include the ICBC Claim number when submitting the report.

4. **A UBC Faculty and Staff Incident/Accident Report (yellow/blue form) must also be completed by the department that operates the vehicle. All incidents must be reported to the supervisor/manager immediately. If medical attention is required the employee must report to First Aid or call 604-822-4444.**

CLAIMS

(I) Claims Adjusted by ICBC

Any monies received from ICBC due to the liability of third parties will be received by Financial Services and credited to the appropriate Department account.

(ii) Claims Adjusted by UBC (Self-Insurance Reserve)

Claims for Collision and Comprehensive type losses should be submitted to the Risk & Insurance Manager, Financial Services, for adjustment. The claim submission should include written estimates from at least two repair shops. The claim will be paid on receipt of the "PAID" invoice for the completed work.

8.4 APPENDIX 4

UBC FLEET MOTOR VEHICLE ACCIDENT/DAMAGE REPORT

ALL accident damage incidents must be reported by the UBC department/driver. This report must be completed, signed by the Department Head, and submitted to the Risk & Insurance Manager in the Treasury Department within 48 hours.

1. **UBC VEHICLE**

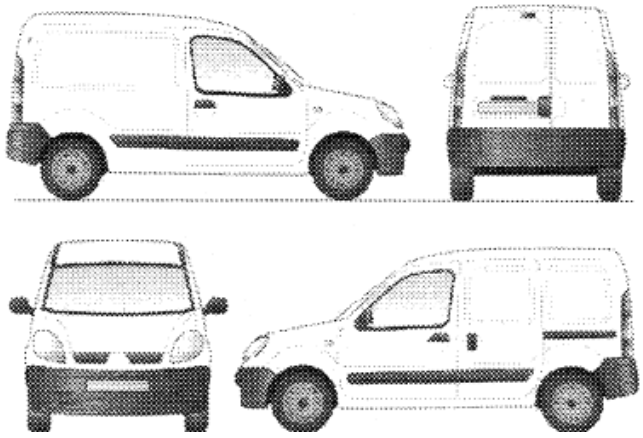
Name of Driver _____ Dept. _____ Position _____ Phone_____
Driver's Licence No. _____ Licence Plate No. _____ Year _____ Make/Model _____
Name of Passenger _____ Phone _____ Address _____
Name of Passenger _____ Phone _____ Address _____

2. **OTHER VEHICLE** (if applicable)

Name of Driver _____ Address _____
Phone (W) _____ (H) _____ Driver's Licence No. _____
Licence Plate No. _____ Year _____ Make/Model_____
If not B.C. Plate complete the following: State/Province _____
Insurance Company _____ Policy No. _____
Agent _____ Phone _____
Name of Passenger _____ Phone _____ Address _____
Name of Passenger _____ Phone _____ Address _____

3. **DETAILS OF ACCIDENT/DAMAGE**

Date _____ Time _____ Place _____
Was anyone injured? Yes _____ No _____ Weather conditions? _____
What happened? Complete diagram on the reverse page and explain below. Use additional pages if necessary.



4. **WITNESS**

Name of Passenger _____ Phone _____ Address _____
Name of Passenger _____ Phone _____ Address _____
Name of Passenger _____ Phone _____ Address _____

5. **ESTIMATED DAMAGE**

UBC Vehicle $ _____ Other Vehicle $ _____ Property (other than vehicle) $ _____

6. **OTHER DATA**

Was accident reported to ICBC? Yes _____ No _____ If yes, ICBC Claim No. _____
Was accident reported to Police? Yes _____ No _____ If yes, attach copy of Police Report.

If damages are crime related, e.g. vandalism, please report to the police AND, if on UBC campus, to UBC Parking & Security Department.

_____	_____	_____
Signature of Department Manager	Signature of Driver	Date Signed