

**City of Santa Rosa  
Fleet Services Guide**

**January 2010**

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## **Introduction**

The Fleet Services Section provides vehicular transportation and equipment services to all City departments and some regional non-city agencies. The section is committed to high quality cost-effective service in support of City services to the public.

## **Purpose**

The purpose of this manual is to provide a summary of the basic administrative requirements, policies and procedures related to Fleet Services.

## **Fleet Mission Statement**

To provide quality and competitive equipment and vehicle maintenance and replacement services to our customers in a timely, economic, and efficient manner while maintaining a safe and wholesome work environment for all employees.

In fulfillment of our mission, we recognize the challenges of providing high quality customer service as the core of our operation. We have therefore established the following goals and objectives as performance measures:

### **Goal 1: To provide quality products and efficient services.**

Provide safe and reliable vehicles and equipment at competitive prices.

Adopt responsible financial policies and practices.

Operate the Fleet Services program as an internal service fund with all customer departments paying for required/ requested maintenance and repair costs related to vehicles and equipment.

### **Goal 2: To be an outstanding place to work.**

Create a work environment where employees are recognized for their contributions.

Provide a safe work environment and promote safe work habits.

Provide environmentally friendly vehicles and equipment to customers.

Encourage consensus and team-building among employees and customers.

Promote employee growth and development.

### **Goal 3: Be an active regional partner.**

Establish mutually beneficial service agreements with local jurisdictions.

Be a leader in new technology while building regional partnerships.

Actively seek grant funding opportunities whenever possible.

## **Customer Service Principles:**

In fulfillment of Fleet Services' mission, we recognize the challenges of providing high quality customer service as the core of our operation. With this concept in mind, we are committed to the following service principles:

- Treat all individuals with courtesy, dignity and respect.
- All customers will have the opportunity to receive and give timely information needed to make informed decisions.
- Promote effective management and efficient service delivery through open communication, collaboration and coordination.
- All vehicle services are equally important and must be coordinated to achieve our mission.
- Value and put into place, new and innovative approaches to customer service delivery and encourage feedback from all customers.
- Ensure cost-effective scheduling and timely completion of assignments that support the customer's schedule whenever possible.

## **Definition of Terms:**

Assigned Vehicle:	A vehicle permanently assigned to an individual.
City Pooled Vehicle:	A vehicle assigned to one of two City pools - the City Hall pool of sedans, and the MSC-N pool of sedans, vans, or construction equipment. These are typically issued for a single trip and charged on an hourly basis.
Dept. Pooled Vehicle:	A vehicle assigned to a specific department that is shared by employees within the department.
Temporary Assignment:	A vehicle temporarily assigned to a department or individual.
Holdover or Ghost Vehicle:	A vehicle due for replacement but (with permission) retained for a specific project or time-frame. Ghost vehicles are strongly discouraged.
Upgrade:	A replacement vehicle that has additional new features above those currently specified in excess of \$3,000. Customer departments must budget for this extra increment of cost.
Vehicle Class:	A designation for a group of vehicles, usually determined by vehicle size, type and cost.

## **Fleet Advisory Board (FAB)**

The Fleet Advisory Board is a committee of customer department representatives that convenes on a quarterly basis. It shall consist of appointed employees from: Utilities, Public Works, Transit, Recreation and Parks, Police and Fire. The board members will oversee the utilization program, replacement prioritization, and review all additional fleet vehicles prior to budget development. They shall also monitor the performance criteria established for the Fleet Services section (goals) established in the budget process.

## **Section I - Department Budgeting for Vehicles / Equipment**

### **A. Budgeting / Justifying Fleet Additions**

When a department determines the need to add permanently assigned vehicles/equipment, it must submit a request to the City Manager or his/her delegate along with a budget. Before submitting a request, the department should contact the Fleet Services Section to determine if vehicles are available elsewhere in the fleet that may meet their needs. Requesting departments are encouraged to obtain the estimated annual replacement, maintenance, and fuel costs from Fleet Services for all such additions.

Budgeting procedures are contained in annual budget submittal rules; however justifications that answer these questions will assist customer departments in gaining approval for new additions to the fleet:

1. Why is the vehicle or equipment needed?
2. What is the estimated monthly mileage or hour usage?
3. What type of vehicle or equipment is needed?
4. What is the estimated cost of purchase (including tax) replacement, and maintenance?
5. What additional special auxiliary equipment is needed?
6. How will the purchase improve efficiencies?
7. Is there a rental history for this type of vehicle or equipment?

A courtesy copy of the vehicle/equipment budget request shall be sent to Fleet Services.

### **B. Budgeting for Upgrades or Change in Vehicle Class**

Requesting departments must provide justifications for upgrades or early replacement. The requesting department shall finance all additional costs.

### **C. Budgeting for Special Fabrication / Modification**

User departments are responsible for determining if a particular vehicle/equipment needs to be modified. They must also develop cost estimates for non-routine fabrication or modifications with Fleet Services. All costs will be charged directly to the requesting department's budget via work orders.

### **D. Budgeting for Upfitting and Pre-installation**

Customer departments will finance the cost of any major up-fitting modifications and pre-installations and coordinate the development of specifications with Fleet Services.

### **E. Budgeting for Pool Rentals**

Customer departments must submit anticipated pool rentals with their annual budget. Customer departments are responsible for notifying Fleet Services of any anticipated changes. If not, Fleet Services will assume each department pool budget is based on the previous year's pool vehicle usage.

## **Section II - Vehicle Equipment Acquisition**

### **A. Vehicle & Equipment Acquisition**

The City of Santa Rosa requires all Fleet Services' customers to prepare and submit all purchase or lease requisitions to the City Purchasing Section of the Finance Department. It is required prior to the requisition submittal that customer departments consult with Fleet Services. Fleet Services will review requests, give signature approval for all vehicle specifications, and forward requisitions to Finance.

### **B. Receiving New Vehicles / Equipment**

When picking up a new vehicle from Fleet Services, departments must provide an account number for future costs, and turn in the old vehicle (include keys and fuel key) within five working days. The fuel key will be deactivated on the sixth day unless other arrangements are made. The operator should bring any old attachments/equipment to Fleet Services for transfer on or into the new replacement vehicle.

### **C. Assigning Numbers to Vehicles / Equipment**

Fleet Services will assign vehicles numbers to each piece of equipment.

### **D. Vehicle Replacement**

Fleet Services manages the Equipment Replacement Program which collects monthly payment from customers for vehicle replacement. The economic life for specific vehicles is recalculated annually by Fleet Services based upon many factors (detailed below).

Some Public Safety vehicles and Transit vehicles are not in the Fleet Services Replacement Program. Note - Police vehicles are now being placed into the replacement program as they are purchased.

### **E. Vehicle Life Calculation – Primary Criteria**

Vehicle life cycle is established when the equipment/vehicle is placed into service. City vehicles are generally replaced on the basis of established economic replacement mileage or age standards. Following are the general minimum mileage and age (whichever occurs first) standards for replacement:

1. General-purpose automobiles = 70,000 miles or 7 years (assumes they are procured as used)
2. General-purpose pickups = 100,000 miles or 10 years
3. Vans = 100,000 miles or 10 years

Trucks and off-road maintenance and construction equipment will be replaced when economically or operationally justified. When a vehicle in this group reaches its established life cycle, a repair-versus-replace analysis is performed to determine if keeping or replacing the vehicle is more economical.

Fleet Services considers seven factors to determine replacement: mileage, age, how it is used, how much/often it is used, cost avoidance, obsolescence, and rental availability. Each January, departments are provided a list of vehicles/equipment designated for replacement in the following next fiscal year.

## **F. Vehicle Life – Other Factors**

In some cases, vehicle life is shortened due to unforeseen circumstances. The factors below should be discussed with the Fleet Maintenance Superintendent to determine if a vehicle should be replaced:

1. Accidental damage or repair costs exceed the vehicle's value.
2. When operating cost is above vehicle class average and/or likely to increase in the future.
3. The vehicle is obsolete because of changes in technology or for reasons of efficiency.
4. Repair parts are difficult to obtain.
5. Vehicle or equipment becomes unsafe to operate (these shall be removed from service).

## **G. Returning Vehicles That Are No Longer Needed (Surplus)**

Vehicles may be returned to Fleet Services when they are no longer needed. A written notification to Fleet Services is necessary, including the vehicle number and the date it will be returned. All vehicle costs will stop on the effective date. Fleet Services will then complete a property movement form, sending the surplus vehicle to auction or another department.

## **H. Hold-over / Ghost Vehicles**

There are situations where short-term retention of a surplus vehicle is more cost effective than assigning another vehicle, but this practice is strongly discouraged and shall require the approval of the Fleet Maintenance Superintendent and City Manager designee. It is also City policy that held-over ghost vehicles shall not receive major repairs without approval of the Fleet Maintenance Superintendent and a supervisor from the department the vehicle is assigned to.

## **I. Vehicle/Equipment Rental**

On occasion, the most economical choice is to rent vehicles and equipment from local rental agencies. Excepting normal trip car rental at airports, customers should first consult the Fleet Maintenance Superintendent to determine whether vehicles are available internally that meet the requester's needs.

## **Section III - Vehicle Specifications**

The Fleet Services Section is responsible for all vehicle and equipment specifications in the replacement fund and may assist in writing specifications for equipment not in the fund. This is to ensure that the equipment desired and being specified meets all current legal and safety requirements mandated by governing agencies.

## **Section IV - Vehicle Preparation, Markings and Insignia**

The Fleet Services Section is responsible for in-service preparation before vehicles/equipment are released to departments. All permanently assigned vehicles are required to have identifying markings except the following: those assigned to management staff, the rental pools, undercover or confidential investigative vehicles, and vehicles otherwise designated by executive policy. Vehicle operators are responsible for compliance.

Fleet Services will install decals, markings and insignia on vehicles before they are released to the respective departments. The California State ownership title and exempt license plate registration shall be the responsibility of the Fleet Services Section with assistance of the customer department.

## **Section V - Maintenance / Repair**

Fleet Services hours are 5:30 a.m. to 12:00 midnight Monday through Friday, and 7:00 a.m. to 5:30 p.m. on weekends. Operators should schedule all repairs with the Fleet Services Service Writer or Supervisor on-duty. When a Service Writer or Supervisor is unavailable, drivers should contact a lead mechanic.

A work order is generated for every repair performed by Fleet Services. Each work order eventually includes the following information: vehicle number, odometer, reading, date, description of problem, diagnosis, parts used, repair hours, and associated costs for repair. All work orders are available to review upon request or online. Contact Fleet Services for more information.

Fleet Services will notify customer departments by email when a vehicle is removed and/or returned to service except when scheduled preventative maintenance is completed after hours and the vehicle is returned to service the same night. In these cases, a customer survey will be left in the vehicle to show what work was performed.

In many cases, loaner vehicles are available while vehicles are being repaired.

### **A. Unscheduled or Emergency Maintenance**

If a vehicle requires unscheduled repairs, drivers should notify Fleet Services in one of three ways – by telephone, by email to “\_SHOP”, or in person by filling out a Driver’s Service Request form. If a vehicle is immobile or unsafe to operate during normal work hours, drivers can call Fleet Services by telephone or on the government radio at “Station 1.” After normal work hours, the driver should call his/her immediate supervisor and the Yard Attendant (see Towing below).

### **B. Preventive Maintenance**

It is the responsibility of Fleet Services and every operator to ensure the safe condition of each vehicle. Every vehicle is prescribed a preventive maintenance schedule. Fleet Services will notify customer departments of vehicles due for preventive maintenance (PM) and/or the Biennial Inspection of Terminal (B.I.T.) Program required by the California Highway Patrol.

Preventive maintenance scheduling is based on one or more of the following criteria: safety, number of days in service, miles or days since last service, CHP BIT Program interval. For those PM’s based on mileage or hours, timely and accurate mileage/hour data must be provided by the operator to Fleet Services according to established guidelines. Fleet Services may also require that vehicles and/or equipment are delivered (unloaded) to the shop.

### **C. Towing**

Fleet Services hours are 5:30 a.m. to 12:00 midnight, Monday through Friday, and 7:00 a.m. to 5:30 p.m. on Saturday and Sundays. During those hours, Fleet Services contracts for towing services. After hours and closed holidays, contact the Yard Attendant for towing service (543-3805). After normal work hours and on holidays, the yard attendant will contact a supervisor for assistance.

### **D. Parts**

Parts for maintenance and repair are purchased by the Parts Section. Parts Section hours are Monday through Friday 7:00 a.m. to 12:00 midnight, and 7:00 a.m. to 5:30 p.m. on weekends. For hours between 5:30 a.m. to 7:00 a.m., see a Service Writer. Permanent Parts employees are authorized to

purchase parts up to \$5,000 using blanket or minor purchase orders, or a City procurement card.

Vehicle operators can charge parts to a fleet vehicle for a minor repair they can perform, such as replacing light bulbs or wiper blades. The parts room also has a supply of recharged fire extinguishers for fleet vehicles on an exchange basis. The operator will need to provide the stores clerk with the equipment number or an account number to charge the part to, along with the operator's name.

**E. Reimbursement for Personal Expense on City Vehicles**

Certain emergencies can be easily remedied at a service station (for example, a flat tire or radiator hose). In these situations, drivers may elect to pay for service - by cash, City credit card, or personal credit card. To be reimbursed, drivers must obtain a dated receipt with the city vehicle or equipment number noted. The purchase must not exceed \$150.00, including tax. The driver will obtain reimbursement by presenting the receipt to Fleet Services. These purchases shall only be during an emergency and with prior approval from a Fleet Services Manager during our normal business hours.

**F. Vehicle Washing and Cleaning**

Employees operating assigned City vehicles are responsible for washing and cleaning their respective vehicle. Currently drivers may pick up a car wash ticket from the Warehouse located at the MSC-N.

**Section VI – Fueling a City Vehicle**

**A. Fueling Site Locations**

The primary fueling site is at the City of Santa Rosa Municipal Services Center at 55 Stony Point Road, unless fueling is required while on City business outside the jurisdiction. The City also has fuel dispensing stations at the Public Safety Building, various Fire stations and the Laguna Treatment Plant. All fueling stations are administered by the Purchasing Division of Finance.

Under emergency conditions, the City may reimburse drivers for each fuel purchase for City vehicles or purchases on private credit cards by drivers when the above options are not available. Use standard petty cash procedures for these reimbursements. City vehicle number, date, time, fuel gallons and mileage must be noted on the receipt. Pool rental vehicles have gas cards located in the glove compartment to be used at several types of gas stations.

**B. Vehicle Fuel Chip Keys**

Fleet Services will issue City fuel chip keys for all vehicles requiring fueling. Keys are coded with information specific to each vehicle including fuel type, tank size, authorized limits, etc. Drivers of City vehicles must use fuel keys only for the vehicle for which the key is assigned. Fuel keys that are lost, broken, damaged, or malfunctioning should be reported immediately to the Fleet Services Section for re-issue. Drivers are responsible for safeguarding the vehicle's fuel key. Departments may be charged for costs associated with replacing the key. The fuel key should be attached to the vehicle key ring.

### **C. Fuel Cards/Credit Cards**

In limited circumstances, for example pool cars at City Hall and police sedans, fuel or credit cards are still in use. They are used at fueling locations outside the MSC-N Corporation Yard.

Fuel/credit cards may be used in the following situations:

1. Only approved vehicles and equipment.
2. Only at self-service islands.
3. For purchasing regular unleaded gasoline or diesel fuel only.
4. Only for the vehicle to which the card is assigned.

Drivers must enter a PIN number and odometer reading into the fuel card reader each time fuel is obtained. Note: The use of Card Lock fuel cards or City credit cards for personal vehicles or uses other than described above is prohibited and may result in discipline up to and including termination.

## **Section VII - Pool Vehicles**

There are two types of motor pools at the City of Santa Rosa – City pool and department pool. There are two City pools – the Fleet Services motor pool located at MSC-N, and the City Hall Motor Pool located at 100 Santa Rosa Avenue. Each department may also operate its own internal “department” motor pool, whereby employees share a group of vehicles rather than assigning vehicles to each individual. Department motor pools are owned and operated by each participating department.

### **A. City Motor Pool Office Hours**

The Fleet Services motor pool office at MSC-N is open Monday through Friday from 5:30 a.m. to 12:00 midnight and Saturday and Sunday from 7:00 a.m. to 5:30 p.m.

The City Hall sedan pool is open Monday through Friday, except City holidays from 7:30 am to 5:30 pm and is administered through the Transit Department. They are closed every other Friday.

### **B. Reserving Motor Pool Vehicles**

Reservations for motor pool vehicles may be made by contacting the Fleet Services or Transit offices. The driver shall provide the time of departure, estimated time of return, driver’s name and the account number to be charged. The driver should make any special requests at that time. (For example, special vehicle check and fuel prior to long distance trips.)

Daily rental rates are based on the size and type of the vehicle. The daily rental begins when a driver picks up the vehicle, and ends when the keys are returned to the Fleet Services office or the Transit Department. The minimum rental charge is one hour. The driver is responsible for making sure the vehicle is adequately fueled before leaving and returning.

Before entering the vehicle, the driver shall make a walk-around visual inspection of the vehicle to determine its general condition. The driver shall also inspect the interior of the vehicle, including the trunk. Drivers should notify the motor pool dispatcher of any damage, debris, or a low fuel gauge. Drivers of pool vehicles are also responsible for returning vehicles to the pool in clean condition. Each vehicle must be returned with at least a half tank of fuel.

### **C. Temporary Monthly Vehicle Pool Rental**

Departments may choose to rent motor pool vehicles for longer time periods. In those cases, a monthly fee is charged covering all operating, maintenance, overhead, and replacement costs. The rental rates are computed and adjusted each budget year. Operating and maintenance costs include: fuel, oil, tires, batteries, parts, preventive maintenance, labor, body damage, in-house repairs, commercial repairs and vehicle in-service preparation costs. Overhead costs include Fleet Services support costs, department overhead, rent, parking, utilities, administrative salaries and benefits, City self-insurance costs, office and shop equipment and supplies.

## **Section VIII – Vehicular Accidents**

### **A. Safety Procedures**

If a vehicle is involved in an accident or becomes unsafe to operate, the driver or operator must comply with the following instructions:

1. Get off the road and out of the way of traffic.
2. Turn on 4-way flashers and set out plastic reflective triangles found in the vehicle in a red case.
3. Do not operate a vehicle you have determined to be unsafe.
4. When exiting the vehicle and setting out reflective triangles, use extreme caution.
5. Determine the safest place to wait for assistance.

### **B. Vehicle Accident Reporting**

In the glove compartment of each vehicle is an envelope with an accident form, proof of insurance and copy of the vehicle's registration. At the accident scene, employees should refrain from making statements as to fault or liability. In all cases where personnel operating City-owned equipment are involved in a vehicular accident, the Police Department shall be notified immediately if the accident occurred on a public street, regardless of the amount of injury or damage, or on private property, if anyone is injured, or if damage is sustained to another vehicle or private property.

As soon after the notification of the Police Department as practical, the employee shall notify his/her supervisor, who shall notify the Risk Management Division. Any authorized City of Santa Rosa employee, acting in good faith within his or her scope of employment while driving or operating a City vehicle, is covered by the City's self-insured program.

## **Section IX – Licensing/Vehicle Code/Department of Transportation**

Department managers or designees are responsible for ensuring that an employee has a valid California State driver's license before authorizing the employee's use of City of Santa Rosa vehicles. An employee is required to present a valid California State driver's license to the motor pool vehicle dispatcher for the class of vehicle he or she is requesting to operate. City employees with Commercial Drivers Licenses and or special endorsements are administered by the Human Resources department.

Employees shall comply with the current vehicle codes and established City of Santa Rosa policies and procedures governing the operation of commercial vehicles and heavy equipment such as: maximum weights, widths, heights, mechanical condition, inspections, securing the load, hazardous material transportation etc. Vehicle drivers are responsible for vehicle parking and moving violation citations.

Operators of City-owned vehicles are responsible for checking all safety devices on the vehicle before driving the vehicle. Any fault found shall be reported to the immediate supervisor and the vehicle shall not be operated until it is made safe. Commercial vehicles are subjected to a pre and post Daily Vehicle Condition report which is to be filled out by each driver. The white copy of the report shall be turned in to the department supervisor.

## **Section X – Vehicle-Related City Policies**

### **A. Fleet Utilization**

The Fleet Services Section encourages rotating assigned vehicles with low mileage with other like vehicles within department and divisions. Vehicle use is reviewed annually by the Fleet Services section to identify under utilized vehicles. Under-utilized vehicles shall be exchanged or rotated with over-utilized vehicles of the same class and within the division, or considered for surplus. These actions are considered best fleet practices.

### **B. Take Home Vehicles**

Certain employee classifications are authorized to take vehicles home for emergency response. Vehicles assigned to designated individuals may be driven home consistent with the provisions of the **Take Home Vehicle Policy dated January 01, 2010**. Other employees who are assigned to on-call duties on a rotational basis and called out/back after-hours, will report to their work station via private transportation and pick up the appropriate City work vehicle to respond to the situation. Specific department policy may supersede this practice.

### **C. Anti – Idling**

The National Institute for Occupational Safety and Health (NIOSH) recommends that whole diesel exhaust be regarded as “potential occupational carcinogen”. When diesel vehicles or equipment are not in use, engines should not be allowed to idle. Vehicles and equipment shall be turned off and restarted when needed again. The City of Santa Rosa will enforce vehicle and equipment idling restrictions of two minutes maximum. See City of Santa Rosa **Anti Idling Policy** for additional information.

### **D. Privately Owned Automobiles on City of Santa Rosa Business**

In certain circumstances, City employees may be able to utilize their personal vehicle when conducting City business – for example, to and from various City facilities. See the related policy for guidelines.

### **E. Motor Vehicle Policy**

The **Motor Vehicle Policy dated August 01, 2008** includes general laws, rules, and procedures governing the operation of motor vehicles on City business for City of Santa Rosa employees. For example, smoking is not authorized in City of Santa Rosa vehicles.

## **Section XI – Parking**

### **A. Parking in the City Hall Parking Lot**

Employee parking at City Hall is administered by the Parking Department who issues permits to eligible employees and performs parking enforcement. When possible, City vehicles using employee parking space at City Hall should instead park at the nearby Public Parking garage. Exceptions would be vehicles that exceed the height limitations of the Public Parking facilities. Some City Hall parking spaces have signs reserving them for specific vehicles or positions. Other City vehicles should avoid parking in these reserved spots.

### **B. Parking in the MSC-N Corporation Yard**

Assignment of parking spaces for City vehicles is conducted by the Recreation / Parks and Community Services department with the assistance of the Fleet Services Section. Employees shall park city vehicles/equipment in their designated parking areas at the end of each work shift to assist Fleet Services maintenance personnel in obtaining vehicles/equipment when needed for maintenance. All vehicles parked in the MSC-N yard shall have a sticker placed in the upper left corner of the windshield to identify the assigned row and space.