

STANDARD OPERATING PROCEDURES



ADMINISTRATION DIVISION

FLEET MANAGEMENT DETAIL

City of Miami



FEMILIO T. GONZALEZ, Ph.D.
City Manager

QUARTERMASTER/FLEET UNIT: FLEET LIAISON DETAIL

STANDARD OPERATING PROCEDURES: S.O.P. #17

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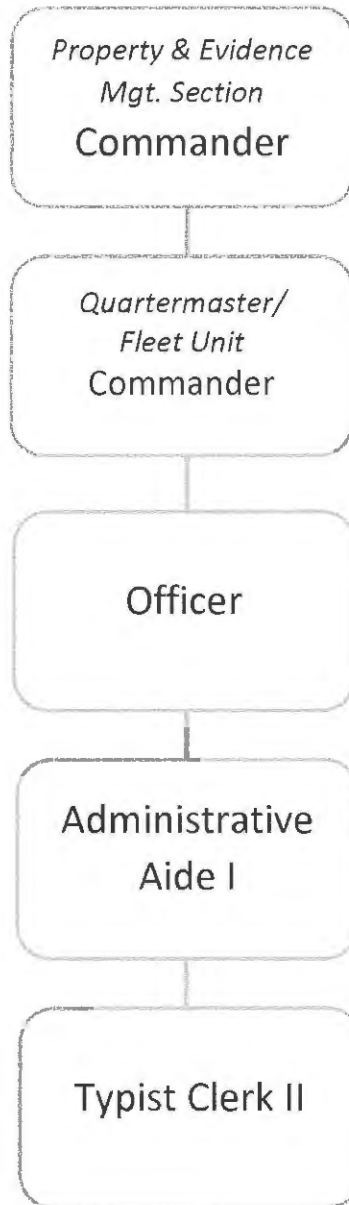
City of Miami Police Department

STANDARD OPERATING PROCEDURES



FLEET MANAGEMENT DETAIL

FLEET LIAISON DETAIL ORGANIZATIONAL CHART



City of Miami



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QUARTERMASTER/FLEET UNIT: FLEET LIAISON DETAIL

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MISSION, GOALS AND OBJECTIVES

MISSION

The mission of the Fleet Liaison Detail is to ensure that every sworn and civilian personnel requiring a vehicle has a safe vehicle in order to efficiently perform their duties.

GOAL

To ensure all vehicles driven by police personnel are safe and within any obligation required by the current contract.

OBJECTIVES

- I. To ensure every sworn and civilian personnel requiring a vehicle to perform their functions are given access to a safe, reliable vehicle.
- II. Ensure vehicles are dispensed in an expeditious manner and within the requirements of the current contracts for both civilian and sworn personnel.
- III. Have on hand an ample number of spare vehicles to ensure all vehicle's needs are filled.

Commander
Quartermaster/Fleet Unit

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City of Miami



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DUTY HOURS AND DRESS

DUTY HOURS

Civilians in the Fleet Liaison Detail work eight hours a day, five days a week, and are off on Saturdays and Sundays. Sworn personnel work ten hours a day, four days a week. Duty hours may be changed at the discretion of the Unit Commander and in accordance with departmental needs.

Fleet Liaison Detail Personnel Duty Hours:	
Sworn: 0600-1600 Hours (Tu-F)	
Civilian 1: 0800-1600 Hours (M-F)	Civilian 2: 0700-1500 Hours (M-F)

DRESS OF PERSONNEL

All Quartermaster/Fleet Unit Personnel must wear uniforms issued by the Miami Police Department. The normal working uniform for Quartermaster/Fleet Unit personnel will be a short sleeve navy blue polo shirt with the City of Miami Police Department patch embroidered on the chest and black "BDU" cargo utility trousers. For special events, civilians may wear their "Class A" or "Class B" uniform. Sworn Personnel may wear the navy Miami Police polo and BDU pants, or their "Class A" or "Class B" uniform. All uniforms must be worn as indicated in the Departmental Orders.

The Quartermaster/Fleet Unit personnel dress requirements must be adhered to unless otherwise directed by the Unit Commander.

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QUARTERMASTER/FLEET UNIT: FLEET LIAISON DETAIL

STANDARD OPERATING PROCEDURES

DUTIES AND RESPONSIBILITIES OF MEMBERS

The Fleet Liaison Detail consists of the following classifications:

- OFFICER
- ADMINISTRATIVE AIDE I
- TYPIST CLERK II

I. OFFICER

The Police Officer in the Fleet Liaison Detail works closely with the Administrative Aide I and Typist Clerk II to serve as a liaison between the City of Miami's General Services Administration and Police Department, ensuring that the vehicular needs of the department are adequately met.

- A. Coordinates with Light Fleet superintendent in the ordering of police vehicles
- B. Assigns new vehicles, take home vehicles, spare vehicles, unit vehicles, and assigns vehicles to rookie officers in SBT's as needed
- C. Orders new rental gas cards for Police Officers

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- D. Responsible for maintaining accurate records for all vehicles assigned to Miami Police
- E. Maintains files on all Miami Police Vehicles
- F. Maintains all spare keys for Miami Police vehicles
- G. Collects and forwards all vehicle assignment forms to Light Fleet Superintendent
- H. Responds to phone inquiries regarding information on vehicles
- I. Call officers to inform them when their vehicles are ready for pick-up
- J. Collects and forwards all accident and damage reports to City of Miami Body Shop
- K. Assists in creating and maintaining seniority guide for issuance of new vehicles
- L. Compiles and submits Fleet statistics every week detailing numbers of vehicles in for repair, issued out as spares, available as spares, and vehicles assigned as take home vehicles.
- M. Coordinates with County for installment or repair of vehicle fuel chips
- N. Issuance of SunPass stickers to Officers
- O. Shuttles vehicles to motor pool for repairs
- P. Utilizes office equipment such as computer, multi-line telephone, copier/scanner, and fax machine

II. ADMINISTRATIVE AIDE I

The Administrative Aide I in the Fleet Liaison Detail works closely with the Officer and Typist Clerk II in the Fleet Liaison Detail to serve as a liaison between the City of Miami's General Services Administration and Police Department, ensuring that the vehicular needs of the department are adequately met.

- A. Works with the Fleet Liaison Officer in assigning vehicles to Miami Police personnel (new vehicles, take home vehicles, spare vehicles, unit vehicles and rookie assignments)
- B. Responsible for maintaining accurate records for all vehicles assigned to Miami Police
- C. Maintains files on all Miami Police Vehicles
- D. Maintains all spare keys for Miami Police vehicles
- E. Collects and forwards all vehicle assignment forms to Light Fleet Superintendent
- F. Responds to phone inquiries regarding information on vehicles
- G. Call officers to inform them of their vehicles being ready for pick-up

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- H. Collects and forwards all accident and damage reports to City of Miami Body Shop.
- I. Compiles and submits Fleet statistics every week detailing numbers of vehicles in for repair, issued out as spares, available as spares, and vehicles assigned out as permanent assignments
- J. Coordinates with County for installment or repair of vehicle fuel chips
- K. Issuance of SunPass stickers to Officers
- L. Utilizes office equipment such as computer, multi-line telephone, copier/scanner, and fax machine.

III. TYPIST CLERK II

The Typist Clerk II in the Fleet Liaison Detail works closely with the Officer and Administrative Aide I in the Fleet Liaison Detail to serve as a liaison between the City of Miami's General Services Administration and Police Department, ensuring that the vehicular needs of the department are adequately met.

- A. Works with the Fleet Liaison Officer in assigning vehicles to Miami Police personnel (new vehicles, take home vehicles, spare vehicles, unit vehicles and rookie assignments)
- B. Responsible for maintaining accurate records for all vehicles assigned to the Miami Police Department.
- C. Maintains files on all Miami Police Vehicles
- D. Maintains all spare keys for Miami Police vehicles
- E. Collects and forwards all vehicle assignment forms to Light Fleet Superintendent
- F. Responds to phone inquiries regarding information on vehicles
- G. Call officers to inform them of their vehicles being ready for pick-up
- H. Collects and forwards all accident and damage reports to City of Miami Body Shop.
- I. Compiles and submits Fleet statistics every week detailing numbers of vehicles in for repair, issued out as spares, available as spares, and vehicles assigned out as permanent assignments
- J. Coordinates with County for installment or repair of vehicle fuel chips
- K. Issuance of SunPass stickers to Officers
- L. Utilizes office equipment such as computer, multi-line telephone, copier/scanner, and fax machine

IV. GENERAL FLEET LIAISON DETAIL PERSONNEL DUTIES AND RESPONSIBILITIES

All Fleet Liaison Unit personnel work together to carry out the following duties and responsibilities:

- A. Coordinate with the General Services Administration the acquisition of new equipment for the vehicle fleet.
- B. Coordinate with the General Services Administration new vehicle specifications for the vehicle fleet and approve additional vehicular requirements.
- C. Coordinate with General Services Administration "Special Order" vehicles and equipment for vehicles, such as Bomb Truck, DUI Truck, Crime Scene Truck, K-9 vehicles and cages, etc.
- D. Assign vehicles to Sections, Units, Officers, etc.
- E. Track progress of repairs and follow-up on complaints from personnel of unsatisfactory repairs to vehicles.
- F. Coordinate any special maintenance problems with the motor pool supervisor.
- G. Evaluate repair delays and make recommendations to reduce or eliminate them. Assign and reassign all vehicles.
- H. Maintain a true and accurate inventory of the vehicle fleet.
- I. Reconcile Fleet Management Unit's inventory with the General Services Administration's inventory, no less than once every two months and at Fiscal Year's end.
- J. Coordinate the installation and removal of vehicle equipment with the General Services Administration shops that are doing the respective work.
- K. Update and maintain the computerized fleet inventory.
- L. Provide computerized vehicle inventory assignments printouts as requested, to any unit or department that has a need for them.
- M. Maintain two spare sets of keys for every police vehicle and arrange with General Services Administration to make keys whenever necessary.
- N. Plan and supervise the orderly rotation of new police vehicles into the fleet, replacing old vehicles, as the need arises.

- O. Coordinate the assignment and internal rotation of fleet vehicles.
- P. Visit the Main Motor pool daily when possible, to pick-up correspondence left in Police Fleet's Mailbox. Work Orders, Maintenance Schedules, etc.
- Q. Visit the Miami Police Headquarters on a weekly basis and pick-up copies of accident reports involving city vehicles. File a copy in the vehicle's file and forward a copy to General Services Administration.
- R. File paperwork and documents in their appropriate place.

City of Miami



DANIEL J. ALFONSO
City Manager

QUARTERMASTER/FLEET UNIT STANDARD OPERATING PROCEDURES FLEET LIAISON DETAIL

S.O.P. 17-1

SUBJECT: MAINTAINING FLEET INVENTORY

PURPOSE: To determine at any given time the exact type and number of vehicles assigned to the Police Department and the specific organizational element or person to which a vehicle is assigned. This knowledge is essential for the performance of virtually every other Fleet Liaison function.

SCOPE:

- I. New Vehicles: When the General Services Administration (GSA) delivers a new vehicle to the Department, the specific information concerning that vehicle will be immediately added to the:
 - A. Fleet's computerized inventory data base i.e. vehicle number assignment, V.I.N. #, year, model color, markings, tag number, designation (patrol vehicle or non-patrol vehicle), vehicle status (spare vehicle, take-home vehicles, unit vehicle), miscellaneous (specific assignment, identify confiscated vehicles further descriptions, etc.).

B. Individual Vehicle Files: These files will contain pertinent

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Quartermaster/Fleet Unit S.O.P. # 17 Maintaining Fleet Inventory (Continued)

information for each vehicle, i.e. damage reports, inspection reports, repair reports, work orders, etc.

1. An 8-1/2" x 14" manila file will be prepared for each new vehicle.
 2. Files will be in order of assignment and vehicle number.
- C. Fleet Rotation: If a new vehicle enters the fleet as a rotation replacement as opposed to an addition to the fleet, the following additional steps will be taken:
1. The fleet liaison officer will instruct the appropriate element to ensure the vehicle that has been replaced is returned to the Fleet Liaison Detail office.
 2. The information pertaining to the removed vehicle will be deleted from the computerized inventory and from the organizational assignment board.
 3. A notation will be made in the vehicle's file reflecting date of removal and the file will be pulled and stored in the deadlined vehicle file.
- D. Vehicle Reassignment: Whenever a vehicle is reassigned to another unit, the following steps will be taken.
1. Track vehicles to ensure that marked vehicles are reassigned to operational assignments, while non-marked vehicles are reassigned to other than operational assignments.
 2. The appropriate change will be made in the computerized inventory.
- II. Spare Vehicles: Vehicles not assigned to a member or assignment on a 24 hours basis shall be designated as spare vehicles and made available for temporary assignments.
- A. Whenever a spare vehicle is temporarily assigned, the receiving member will sign "out" and "in" the vehicle in the designated Fleet Liaison Sign-Out Log.
 - B. Conduct a cursory inventory, whenever possible, of vehicles being returned to ensure that only authorized equipment and supplies are stored within the vehicles.
 - B. Instruct members receiving or returning vehicles to conduct an inventory to ensure that solely authorized items are stored in the vehicle at the time of receipt, and personal items are removed prior to the vehicle's return.

Quartermaster/Fleet Unit S.O.P. # 17 Maintaining Fleet Inventory (Continued)

- III. Prior to retirement/termination, the Fleet Liaison Detail will verify that the person has no outstanding SunPass violations. If violations are present, the Fleet Liaison Commander and the Payroll Unit will be notified for reimbursement purposes.

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QUARTERMASTER/FLEET UNIT STANDARD OPERATING PROCEDURES FLEET LIAISON DETAIL

S.O.P. 17-2

SUBJECT: RESOLUTION OF VEHICLE REPAIR AND SERVICING

PURPOSE: To address and resolve complaints of unsatisfactory fleet vehicle repair or servicing by General Services Administration or other entity.

- SCOPE:
- I. Whenever Fleet Liaison personnel are notified that a vehicle has been repaired unsatisfactorily, which will or has resulted in the need for that vehicle to be taken back for repair, Fleet Liaison personnel will:
 - A. Place a copy of the documentation of unsatisfactory repair or servicing in the vehicle's file.
 - 1. If notification is in writing, then place copy of that document in vehicle's file.
 - 2. If the notification is by telephone, then Fleet Liaison personnel will prepare a memorandum to the vehicle's file, to serve as documentation of the complaint by the officer.

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Effective Date: 6 Jun 17



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Property Unit S.O.P. # 17 Resolution of Vehicle Repair and Servicing (Continued)

- B. Contact a supervisor at General Services Administration's motor pool and bring the situation to his attention, discuss a satisfactory resolution to the complaint.
 - 1. If the vehicle in question has been repaired at the time of contact and returned to service. The Fleet Liaison Personnel shall:
 - a. Document his contact with the General Services Administration motor pool supervisor. Contact by telephone or memorandum, the Unit to which the vehicle is assigned, requesting confirmation that the vehicle is operating properly after the repair. Documentation of this contact will be placed in the vehicle's file via memorandum.
 - 2. If the vehicle in question is at General Services Administration motor pool at the time of contact with supervisor, the Fleet Liaison Personnel will advise the General Services Administration motor pool supervisor that he will inspect the vehicle upon completion of the repairs to insure that it is operable condition before it is again returned to service.
 - a. The Fleet Liaison Personnel will document the results of the post repair inspection in the vehicle's file.
- C. During the course of resolving each incident of vehicle repair or servicing concerns, the Fleet Liaison Personnel will review the vehicle's history to determine if the vehicle is or has become a problem vehicle that would warrant closer attention by Fleet Liaison and General Services Administration.
- D. Any other contacts not covered in paragraphs A or B, of this Standard Operating Procedure that concerns vehicle repair or servicing problems, will be documented by Fleet Liaison Personnel, located at 1290 NW 20 Street, in the trailer, and placed in vehicle's file.
- E. If closer attention of a particular vehicle is warranted, the Fleet Liaison personnel will bring it to the attention of General Services Administration motor pool supervisor.

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QUARTERMASTER/FLEET UNIT
STANDARD OPERATING PROCEDURES
FLEET LIAISON DETAIL

S.O.P. 17-3

SUBJECT: ROTATION OF VEHICLES INTO AND OUT OF THE FLEET AND
INSTALLATION OR REMOVAL OF ACCESSORIES

PURPOSE: To provide direction to accomplish the orderly and efficient rotation of
vehicles into and out of the fleet and/or the installation and removal of
accessories, i.e. M.D.C.'s, prisoner partitions, equipment storage
containers, boxes, etc.

- SCOPE:
- I. Vehicles will be replaced in accordance with the terms and conditions of the current labor contract.
 - II. When an assigned vehicle is to be replaced, the Fleet Liaison Officer will:
 - A. Locate the vehicle to be replaced, and coordinate an exchange of vehicles.
 - B. Ensure that an unmarked vehicle will neither be marked with patrol decals and striping nor have emergency equipment installed, nor will a marked vehicle have markings or emergency equipment removed.

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Fleet Liaison Unit

Effective Date: 6 Jun 17



Quartermaster/Fleet Unit S.O.P. # 17 Rotation of Vehicles Into and out of the Fleet and Installation or Removal of Accessories (Continued)

This policy will not preclude minor vehicle modifications, if approved through channels, i.e. the addition of decals designating rank, the removal of prisoner partitions, etc.

- C. The preceding procedures will be adhered to for each vehicle, and monitored by a Fleet Liaison Officer, to thereby ensure a smooth and continuous operation.

III. New fleet vehicles will be assigned in accordance with the current labor contract.

- A. All sworn bargaining unit members will be assigned a twenty-four (24) hour vehicle once the member has fully completed the required probationary period. The twenty-four (24) hour vehicle replacement schedule will be for seven (7) years with no mileage requirements, as long as the vehicle is in a safe and operable condition. The criteria for, and order of fleet vehicle assignments to affected members is as follows:
 - 1. By year of vehicle: The oldest year vehicle is replaced first.
 - 2. By seniority on the Police Department: The most senior affected member is assigned a new fleet vehicle first.
 - a. An updated seniority listing, which will be the primary source for identifying seniority, will be obtained by the Fleet Liaison Unit from Personnel.
 - 1) The burden of proof for a member contesting seniority will remain with that member.
 - 3. Upon Fleet Liaison receiving official notification that a member has satisfactorily completed probationary requirements, which entitles him/her to a twenty-four (24) hour vehicle, a vehicle is to be assigned in accordance with current labor contract.
 - a. The member is not entitled to a new vehicle.
 - b. The year of the twenty-four (24) hour vehicle initially assigned will be the basis for determining eligibility for a new vehicle.
- B. Whenever a fleet vehicle is permanently removed from service, e.g. totaled in an accident, in need of repairs to render the vehicle serviceable and/or safe, and which is determined by G.S.A. not to be cost effective to repair, or an affected member's change in the assignment necessitates a change in the vehicle assigned, e.g. marked to unmarked

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Quartermaster/Fleet Unit S.O.P. # 17 Rotation of Vehicles Into and out of the Fleet and Installation or Removal of Accessories (Continued)

or vice versa, a replacement vehicle is to be assigned as follows:

1. The same year, if available, as the vehicle being returned to Fleet Liaison or that was deemed unserviceable will be issued.
2. If a same-year vehicle is unavailable, the closest year vehicle available will be assigned to the affected member.
3. This replacement vehicle will become the affected member's twenty-four (24) hour vehicle until:
 - a. Condition "III.B." should occur.
 - b. Seven (7) years have elapsed, and the affected member is eligible to be assigned a new fleet vehicle.
4. An affected member may contest the comparability of a twenty-four (24) hour replacement vehicle to Fleet based upon the vehicle's condition or year; however, a final determination will be made by the Fleet Commander. If the Fleet Commander makes a determination in favor of the member contesting the vehicle assignment, he/she may assign a spare vehicle on a temporary basis until a more suitable, comparable vehicle becomes available.
 - a. Fleet will document the terms and conditions of any such agreement to which the contesting member will sign his name acknowledging same.
5. If a new replacement vehicle is available for issuance:
 - a. Until the affected member is assigned a permanent replacement twenty-four (24) hour vehicle, an available loaner may be temporarily assigned
 - b. The affected member will be added to the list of new vehicles to be issued in accordance to his/her seniority on the Police Department.
6. Assigned vehicles temporarily unavailable for duty due to maintenance, repairs or damage will not require the replacement of said vehicle on a twenty-four (24) basis.
 - a. If available, a spare vehicle may be temporarily assigned to temporarily replace a twenty-four (24) hour vehicle.

City of Miami



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QUARTERMASTER/FLEET UNIT STANDARD OPERATING PROCEDURES FLEET LIAISON DETAIL

S.O.P. 17-4


SUBJECT: REVIEW AND VERIFICATION OF MIAMI-DADE COUNTY, GENERAL SERVICES ADMINISTRATION AND FLEET LIAISON CHARGES BILLED TO THE MIAMI POLICE DEPARTMENT FOR CONTRACTED SERVICES

PURPOSE: To ensure the accuracy of charges billed against the Miami Police Department, for contracted fuel and related services provided by Miami-Dade County.

SCOPE: Monthly, the Miami-Dade County, General Services Administration, Fleet Management Division provides the M.P.D. Fleet Liaison Unit with an invoice and a computerized printout itemizing accumulated charges resulting from the fuel consumption and other related services provided to the M.P.D. To ensure the accuracy of the billing, the Fleet Liaison Unit will carefully review the monthly invoice and respective computerized printout as follows:

- I. Verify the total charges billed to the M.P.D. on the invoice for fuel, surcharges and all additional charges to ensure they mirror the total of the charges itemized on the computerized printout.

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Commander
Quartermaster/Fleet Unit

Effective Date: 6 JUN. 17



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Quartermaster/Fleet Unit S.O.P. # 17 Review and Verification of Miami-Dade County, General Services Administration and Fleet Liaison Charges Billed to the Miami Police Department for Contracted Services (Continued)

- II. Verify for accuracy the total charges from first portion (Report 1) with the total charges from the second portion (Report 2) of the computerized printout.
- III. Verify for accuracy the total charges from the second portion (Report 2) with the third portion (Report 3) of the computerized printout.
- IV. Verify for accuracy the total charges and gallons of fuel consumed from the third portion (Report 3) with the fourth portion (Report 3A) of the computerized printout.
- V. Critically review and analyze the fourth portion (Report 3 A) of the computerized printout for errors, which may include the following:
 - A. Duplicate billing entries including equip. (Vehicle) numbers, dates, times, sites, tanks, pumps, meters, fuel quantities and costs, and fuel surcharges.
 - 1. During any given month
 - 2. Over two or more months, which will require reviewing previous months' printouts.
 - Charges billed for nonexistent dates and hours, i.e. 07/00/16 01:84 hours, etc.
 - Postponing the billing of prior months/years fuel usage to a later date and charging the higher current price of fuel.
 - B. Apparent discrepancies in maximum fuel capacities being surpassed, timeliness of fuel fill-ups, etc.
 - C. Non-M.P.D. vehicles included within the computerized printout.
- VI. Monitor our facility fuel locations as time permits, and compare findings to respective entries in computerized printout.
- VII. Discrepancies are to be reported to the Unit Commander, who will provide direction on corrective action.

City of Miami



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FLEET/QUARTERMASTER UNIT
STANDARD OPERATING PROCEDURES
FLEET LIAISON DETAIL

S.O.P. 17-5

SUBJECT: FACILITATING THE ASSIGNMENT OF MARKED VEHICLES TO UNIFORM PERSONNEL AND THE ASSIGNMENT OF UNMARKED VEHICLES TO NON-UNIFORM PERSONNEL

PURPOSE: To establish procedures for the assignment of fully marked and equipped vehicles to uniformed personnel, and the assignment of unmarked vehicles to non-uniformed personnel.

SCOPE:

- I. Staffing will send emails advising of personnel changes:
 - A. Review the email from staffing and identify all sworn personnel.
 - 1. From a uniform assignment to a non-uniform assignment.

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Fleet/Quartermaster Unit

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Fleet/Quartermaster Unit S.O.P. # 17 Facilitating The Assignment Of Marked Vehicles to Uniform Personnel and the Assignment of Unmarked Vehicles to Non-Uniform Personnel (Continued)

2. From a non-uniform assignment to a uniform assignment.
- B. Maintain a written record of all affected personnel, who necessitate a vehicle exchange due to their reassignment to either a uniform or non-uniform assignment.
- II. Expediently exchange vehicles between transferring uniform and non-uniform members as marked and unmarked vehicles become available. If the desired configuration of required vehicles are not readily available, follow-up to ensure the most timely compliance.
1. Markings and equipment will not be removed from marked/ equipped vehicles.
- III. Ensure vehicles are assigned appropriately and within guidelines of current FOP contract.
1. All uniformed patrol personnel (Lieutenants and below) shall be issued marked police vehicles as their assigned take home vehicle.
 2. The following units shall be assigned Ford Fusion style vehicles and shall return their assigned unmarked Ford Taurus to the Fleet Office.
 - a. Communications Section
 - b. Community Affairs Section
 - c. Property Unit
 - d. Training Unit
 - e. Background Unit
 - f. All Light/ Limited Duty Personnel