

**CITY OF PLANO POLICIES AND PROCEDURES**

410.000

**Department Name:** Fleet Management  
**Procedure:** Equipment Services

**Effective Date:** 7/31/1991

**Revision Date(s):** 5/27/2005

**Review: Annual:** 8/1/2006

**I. Purpose**

This procedure establishes responsibilities regarding the management of the City's fleet of equipment. Equipment Services desires to maintain user department satisfaction with, its services.

**II. Definitions**

- A. "Equipment" is the general term referring to any piece of rolling stock, and items such as air compressors, sprayers) mowers, mixers, chain saws, sweepers, weed eaters, clippers and any other item that requires fuel, oil, lubricants, parts, supplies or labor from the Equipment Services Department for routine operation and periodic maintenance.
- B. Accident - Damage to a unit caused directly by striking, another vehicle, person or object.
- C. Direct Fee-For-Service Billing System - A method of charging using departments for the labor, parts and fuel that is used on their equipment.
- D. Equipment Damage - Damage that occurs to a piece of equipment due to operator abuse, flaw in, manufacturing/repair, or any damage that is not accident related.
- E. Fabrication - The act of building or constructing something either by duplication or design.
- F. Modification - The act of changing the appearance or functional capability of something.
- G. Pre-Trip Inspection - Inspection of a unit performed by operators before operation of the equipment.
- H. Preventive Maintenance - A scheduled periodic check, of equipment and correction of potential problems before they develop.
- I. Service - Repair work.
- J. Specifications - A detailed listing of required components on a piece of equipment.

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- K. Total Loss - The repair cost for damage to a piece of equipment exceeds the net worth of the equipment.
- L. Under Utilized Equipment - Equipment that appears to have too little use to make ownership by the City financially productive.
- M. User Department - Departments using individual pieces of equipment in their operational duties.

**III. Procedures**

- A. Equipment is purchased and owned by the user department.
- B. Recommendations concerning the purchase, replacement, and/or sale of specific units of equipment are made by Equipment Services.
- C. Equipment Services is responsible for maintaining equipment and insuring the lowest possible cost for equipment acquisition, operation, and maintenance. To fulfill this responsibility, Equipment Services will consult with the user departments on matters such as specification writing and replacement analysis.

**IV. Interdepartmental Communications**

- A. Each user department will appoint an Equipment Coordinator to maintain effective communications between the user department and Equipment Services.
- B. The Equipment Coordinator will serve the following functions:
  - 1. Manage formal departmental Equipment Services.
  - 2. Assist in organizing operator training sessions.
  - 3. Communicate in writing to Equipment Services when service is unsatisfactory.
  - 4. Review with Equipment Services equipment replacement lists and equipment specifications.
- C. Periodic meetings will be scheduled to allow Coordinators to facilitate communications.

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- D. Departmental supervisors will maintain normal liaison with Equipment Services and, in the absence of specific directions to the contrary from their Department/Division Head or Equipment Coordinator, will serve the following functions:
1. Receive information from Equipment Services regarding status of repairs.
  2. Work with Equipment Services to resolve any scheduling problems and expedite repairs.
  3. Assist equipment operators in the preparation of the service request form.
- E. Meetings with the Equipment Coordinators, departmental supervisor and Equipment Services will be scheduled as needed to promote harmony and understanding.

**V. Preventive Maintenance**

- A. An effective preventive maintenance program requires the cooperative efforts of the user department and Equipment Services.
- B. Responsibilities of the using department include:
1. Each day of use, the operator will perform a pre-trip inspection according to a check list available from Equipment Services (See sample operator's checklist on Attachment A.).
  2. Any deficiencies in the equipment's operational condition must be reported to the operator's supervisor before using the equipment.
  3. If it is found to be unsafe, it must not be used and must be reported to Equipment Services immediately.
  4. Departmental supervisors are responsible for verifying that daily operator inspections are performed.
  5. Report service requests to Equipment Services in accordance with Section VIII. below.

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6. Deliver all vehicles scheduled for P.M. maintenance on or before the scheduled date. Notify Equipment Services one day in advance if this schedule cannot be met.

C. Responsibilities of Equipment Services:

1. Provide departments with pre-trip operator's checklist forms, instructions, and training for operator inspections upon request.
2. Develop schedule for periodic maintenance to be performed by Equipment Services and distribute to user departments on a monthly basis.
3. Perform periodic maintenance on established schedule to insure equipment operational safety and efficiency.

**VI. Tire Repairs**

- A. The operator is responsible for changing a flat tire when a spare tire and tools are available. The damaged tire will then be delivered to the shop within two working days for repair or replacement.
- B. If the operator cannot change the tire, the operator should do the following.
  1. If the vehicle can be driven without further damaging the tire, drive immediately to the shop for repairs.
  2. If the vehicle cannot be driven without further damaging the tire, park the vehicle in a safe location and contact Equipment Services for road service.

**VII. Request for Service**

- A. Service should be scheduled in advance to minimize downtime. Priority will be given to scheduled repairs.
- B. All requests for service will be made in writing on the "Equipment Services Request" form (Attachment B). Emergencies and/or roadcalls are exceptions. (Note: Police Department uses a different form.)

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- C. Equipment delivered for service will be parked in the designated area (Attachment C). The keys and a completed "Equipment Services Request" form must be provided to the central office foreman.
- D. The user department's copy of the "Equipment Services Request" form will be forwarded to the user department supervisor by the operator delivering the equipment.
- E. Communications regarding progress of service, any delays encountered, and notice of completion will be made to the user department's designated supervisor.
- F. User department shall pick up equipment no later than one day following notice of completion of service.

**VIII. Emergency Service**

- A. Emergencies are situations which may be hazardous to life or property, or may adversely affect the operation of a department or work crew, and which require immediate response and action by Equipment Services personnel.
- B. The Equipment Services Department is available to respond to requests for emergency service on a 24 hour basis.
- C. During normal working hours requests for emergency field service, including wrecker service, should be made to the central office foreman.
- D. After normal working hours and on weekends, requests for emergency field service, including wrecker service, should be made to the Custer Pump Station.

**IX. Repair of Accident Damage**

- A. Employees must report vehicle accidents and equipment damage according to Procedure 350.000 and Risk Management Department. The accident report must be received by Equipment Services before the process of damage repair can begin.
- B. Damaged equipment should be delivered to the shop within one working day of accident. Equipment Services will then:

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1. Determine whether damage should be repaired in-house or contracted for outside repair. If the repairs are performed by Equipment Services, an internal cost estimate will be forwarded to the Risk Manager.
  2. Provide at least one estimate in all instances and three written estimates when damages exceed \$500.00.
  3. Copy estimates and forward originals to the Risk Manager. Forward copy to Budget Department with a requisition for a purchase order. Equipment Services will advise at this time if additional charges are required; i.e., towing or road service (Attachment "D").
  4. Repair work will not begin until all interested insurance adjusters have had reasonable opportunity to conduct an examination of the damaged unit. Risk Manager will advise Equipment Services when repairs may be started when third parties are involved.
  5. Send equipment to vendor for repair after purchase order has been issued.
- C. Equipment Services will notify the Risk Manager and the user department, in writing, in the event a wrecked unit appears to be a total loss. The notification to the Risk Manager will include the pre-accident value of the unit, its estimated salvage value and the cost to remove and transfer any special accessories, i.e., light bars and two-way radios. Equipment Services will determine if the wrecked unit should be retained for parts. All wrecked units will be retained at the Equipment Service Center until insurance matters are resolved.
- D. At the end of each month, Equipment Services will forward to the Risk Manager and the Safety/Training Department a list of all equipment accident/damage and the estimated cost of repair.
- E. If, during the normal course of servicing equipment, damage is observed and the damage is determined to be unreported, a memo detailing the damage will be sent to the appropriate department head with a copy to the Risk Manager.

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**X. Equipment Modification and Fabrication**

- A. Equipment must not be modified by using departments. This does not exclude the installation of specialized equipment needed for using department's to perform their duties.
- B. Requests for equipment modification and fabrication services should be made, in writing, to the Equipment Services Superintendent by the users Department/Division Head or designee. Equipment Services will determine the feasibility and legality of the modification and advise the requesting department.
- C. Equipment Services will provide a list of needed materials to the requesting department. It is the responsibility of the requesting department to requisition the materials and obtain the purchase order.
- D. The job will be scheduled after any needed materials have been received at the Service Center.

**XI. Equipment Records and Reports**

- A. The Equipment Services Department is responsible for keeping records concerning the operations and maintenance of individual units and the fleet. Certain information concerning equipment operation is supplied by the user departments. Every effort must be made to provide accurate data to insure proper fleet management.
- B. There are three methods of accounting for the use of motor fuel. They are:
  - 1. Dispensing of fuel by the Automated Fuel Management System at the City's four central fueling sites;
  - 2. A manual recording system for use at selected low volume fueling sites, and
  - 3. Purchase of fuel for City vehicles with a City credit card. Receipts for such purchases shall be forwarded to Equipment Services and will include the unit number and mileage. At selected limited access locations, the use of motor fuel is recorded by the operator on the "Fuel and Oil Log" (Attachments "E", "F", and "G"). This is the only record that accounts for fuel usage at these locations. The information provided on the "Fuel and Oil Log", must be accurate.

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- C. Monthly reports are available from Equipment Services and may be requested by any user department.
- D. A Direct Fee-For-Service Billing System will be used to recover from user departments the costs associated with the maintenance and operation of their equipment. By the third working day of each month, Equipment Services will provide the Accounting Department with a summary of such costs for the previous month. The Accounting Manager will be responsible for accomplishing the transfer of funds from the appropriate account in user department budgets to Equipment Services each month.

**XII. Disputed Service/Billing**

- A. The following procedures will be observed to resolve problems of unacceptable service and/or incorrect billing:
  - 1. The user department's Equipment Coordinator will contact the Equipment Services Manager and discuss the problem. These individuals will work together to reach a satisfactory solution.
  - 2. If a solution cannot be reached, or the problem continues, the user department's Equipment Coordinator or Department/Division Head will contact the Equipment Services Superintendent. Every effort will be made to resolve the problem at this level.
  - 3. If an agreeable solution cannot be reached or the problem continues, the user's Department/Division Head will summarize the complaint in writing and forward it to the Administrative Services Director with a request for a meeting. The user department's representative will meet with the Administrative Services Director and Equipment Services Superintendent, who will resolve the problem. Decisions reached in this meeting will be binding on all parties.

**XIII. Equipment Inventory**

- A. The responsibility for maintaining a complete current inventory of the City's fleet of equipment rests with the Equipment Services Department.
- B. Each unit of equipment is assigned a unique five digit City equipment number. All appropriate charges for fuel, parts, materials, labor and services are made to equipment by using this number.

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- C. A unit of equipment must be on the inventory and be assigned a City equipment number to receive service and operating supplies.
- D. Departments will be assigned a miscellaneous number to which will be charged supplies not used by a particular unit of equipment. This number will be made a part of the departmental inventory.

**XIV. Equipment Replacement Analysis**

- A. Equipment Services will establish expected useful life parameters for each class code of equipment. When a piece of equipment meets the replacement criteria it will be evaluated by Equipment Services to determine if replacement is necessary or if life extension would be more cost effective for the City.
- B. A list of the equipment recommended for replacement will be provided the using department, the Purchasing Director and the Budget Office prior to the start of the budget process (See: 300 Series Policies and Procedures).
- C. Requests for replacements that are not recommended by Equipment Services must be reviewed for justification and approved by appropriate functional directors. Equipment Services will provide an equipment evaluation report upon request.

**XV. Equipment Purchases**

- A. The Equipment Services Department, with the assistance of the using department, will prepare specifications for equipment to insure that projected operating and maintenance costs are minimized, and that the equipment will perform as expected.
- B. Specifications will be forwarded to the Purchasing Department through the user Department. No changes will be made in the approved specifications without consultations with Equipment Services.
- C. Equipment Services will review all bids received to determine the best low bid that conforms to the intent of the specifications. Equipment Services will forward an analysis of the bid responses to the Purchasing Department through the using department along with a recommendation regarding purchase. The analysis will identify the best low bid(s) and make a recommendation for award of contract.

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- D. All new equipment and accompanying documentation must be delivered to Equipment Services for acceptance. This is to insure that the equipment:
  - 1. Complies with specifications.
  - 2. Is assigned a City equipment number and added to inventory.
  - 3. Is inspected and prepared for service.
  - 4. Has all necessary paperwork processed.
  - 5. Receives any designated supplemental items or accessory items.

**XVI. REPLACED EQUIPMENT**

- A. Following adoption of the budget, the Budget office will provide Equipment Services with a list of approved equipment budgeted for replacement.
- B. Departments must deliver replaced units to Equipment Services upon acceptance of new issues.
- C. Requests to retain replaced equipment is the equivalent to increasing the fleet size. The fleet size can only be increased with City Manager approval. Requests to retain equipment should be made by the appropriate Department/Division Head through Equipment Services, who will attach a vehicle evaluation form, to the City Manager. Under normal circumstances replaced equipment should not be retained for use.
- D. Replaced equipment will be disposed of by auction or other practical method in the best interest of the City. Prior to disposal, Equipment Services will:
  - 1. Review replaced equipment to insure that the fleet retains the most efficient units.
  - 2. Prepare equipment for disposal at the lowest practical cost to recoup the greatest value.
- E. Replaced equipment that has been authorized for retention in the fleet will not be replaced a second time by the Equipment Replacement "Fund. Using departments must provide funds when future replacement is needed and approved.

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**XVII. Under-Utilized Equipment**

- A. Equipment Services will prepare an annual report to identify under utilized equipment and forward to the Budget Department and appropriate using department.
- B. Departments should review their requirements for units with low utilization to justify retention of the unit. Departments should consider alternatives such as sharing unit with another department, leasing a similar unit as needed and/or recommending disposal of the low-use unit.
- C. Under utilized equipment will be placed in a pool to increase usage or be sold at auction.

**XVIII. Appearance of Equipment**

- A. All equipment owned and operated by the City of Plano will be painted Standard Factory White with the following exceptions:
  - 1. Off-road construction and maintenance equipment such as tractors, graders, loaders, etc., will be painted construction yellow or standard manufacturer's color.
  - 2. Fire Department equipment will be painted red and white as appropriate.
  - 3. Police Department patrol cars will be painted black and white.
  - 4. Police Department CID and administrative vehicles may vary from the Standard Factory White due to their special need to blend with civilian vehicles.
  - 5. All equipment identification must be in compliance with current state legislation (Article 6701M-2, Vernon's Texas Civil Statutes) and bear the City of Plano logo or seal, department name, and equipment number.
  - 6. Departments with special identification needs, such as Police and Fire, may bear an alternate form of the Plano logo or seal, and other such distinguishing identifiers as provided for by City ordinance and approved by the City Manager.

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- B. The user department is responsible for the cleanliness and overall image presented by their equipment to the citizens of Plano. They will see that the interior of vehicles is cleaned and the exterior washed regularly. All parts attached to the outside of the unit should be secure and all identifying seals, logos and numbers should be intact. Deficiencies should be reported to Equipment Services promptly for correction.
- C. On special use equipment such as tractors, refuse trucks, dump trucks, mowers, compressors, etc., the user department will see that engine compartments and areas of travel of hydraulically operated mechanisms are clean and free of debris. Should consequential damage to equipment result from neglect of this obligation, both the operator and supervisor may be held responsible.
- D. When the user department feels cosmetic body and/or painting is necessary to restore appearance of equipment, a request will be made on the "Equipment Services Request" form directed to the attention of the Equipment Services Manager. Cosmetic repairs will be contingent on funds availability.

**XIX. Pool Vehicles**

- A. Equipment Services will maintain a pool of vehicles for the incidental use of all City departments on a rental basis.
- B. Requests for pool vehicle will be made through the Equipment Services Manager.
- C. Pool vehicles may be rented for up to one week at a time; longer periods may be approved by the Equipment Services Superintendent as special needs arise.

**XX. Vehicle Registration**

The responsibility for vehicle registration, title transfer and other related duties is divided between Equipment Services, Accounting Department and the Police Department as follows:

- A. Equipment Services' responsibilities are:
  - 1. Register new vehicle.

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2. Obtain license plates. (Except as provided in C1 below.)
  3. Apply for vehicle title from Department of Motor Vehicles.
  4. Obtain replacement license plates when necessary. (Except as provided in C1 below.)
  5. Obtain non-exempt license plates for undercover police vehicles (covert only).
  6. Return all obsolete license plates to the Department of Motor Vehicles.
- B. The Accounting Department's responsibilities are:
1. Maintain titles and Certificates of Origin received from Department of Motor Vehicles.
  2. Transfer titles when the City disposes of vehicles.
- C. Police Department's responsibility is to obtain nonexempt license plates for Police unmarked vehicles as provided for by City Council resolution.

**XXI. Fire Equipment Maintenance**

- A. Equipment Services will, at all times, have at least one mechanic available for servicing Fire equipment. All repairs and maintenance will be performed by mechanics who have been trained in servicing the unique systems found in Fire Department Equipment.
- B. Preventive maintenance responsibilities are shared by Fire Department Personnel and Equipment Services.
1. It shall be the responsibility of the Fire Department to notify the Equipment Services Manager of deficiencies found during the Fire Department Daily Apparatus check. Equipment Services and the Fire Department will schedule the corrective service based on seriousness of deficiency and operational needs of the Fire Department.
  2. Equipment Services will perform the regular monthly, quarterly and annual services, as required. The schedules for the regular service will be provided, in advance, to the Fire Department Equipment

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Coordinator. Scheduling problems will be resolved between the Equipment Coordinator and Equipment Services Manager.

**XXII. Fuel Dispensers and Storage**

- A. Equipment Services is responsible for the operation and maintenance of all fuel dispensing and storage equipment.
- B. Mechanical problems with dispensers and any fuel leakages are to be reported to Equipment Services immediately. Equipment Services will facilitate repair, and conform to all notification requirements regarding leakages.
- C. Fuel keys for use in the automated fuel system are issued by Equipment Services Administration at the Parkway Service Center Office.
  - 1. Replacement of a lost key will require a memo from an appropriate supervisor.
  - 2. Defective fuel keys will be reprogrammed or replaced.

OPERATOR'S DAILY CHECKLIST

DATE \_\_\_\_\_ UNIT \_\_\_\_\_ MILES/HOURS \_\_\_\_\_ OPERATOR \_\_\_\_\_

<u>Item</u>	<u>Done</u>	<u>Init.</u>	<u>Item</u>	<u>Done</u>	<u>Init.</u>
exterior	_____	_____	fluid level	_____	_____
interior	_____	_____	engine	_____	_____
lights	_____	_____	trans	_____	_____
horn	_____	_____	coolant	_____	_____
brake pedal	_____	_____	w/s	_____	_____
wipers	_____	_____	brake	_____	_____
w/s washer	_____	_____	p/s	_____	_____
tires	_____	_____	battery	_____	_____
exhaust	_____	_____	belts	_____	_____
radios	_____	_____	hoses	_____	_____
a/c	_____	_____	battery cables	_____	_____
heater/def	_____	_____	leaks	_____	_____
park. brake	_____	_____	trunk items	_____	_____
insur. form	_____	_____	insp. sticker	_____	_____

Remarks: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

DATE \_\_\_\_\_



# EQUIPMENT SERVICE REQUEST

DEPT. \_\_\_\_\_  
OPER. \_\_\_\_\_

EQUIP. # \_\_\_\_\_  
MILES/HOUR \_\_\_\_\_

### CHECK SYSTEM NEEDING ATTENTION

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> AIR CONDITIONING | <input type="checkbox"/> FUEL          | <input type="checkbox"/> SPECIAL EQUIP. |
| <input type="checkbox"/> BODY             | <input type="checkbox"/> GLASS         | <input type="checkbox"/> SUSPENSION     |
| <input type="checkbox"/> BRAKES           | <input type="checkbox"/> HEATING       | <input type="checkbox"/> TIRES          |
| <input type="checkbox"/> COOLING          | <input type="checkbox"/> HYDRAULICS    | <input type="checkbox"/> TRANSMISSION   |
| <input type="checkbox"/> CLUTCH           | <input type="checkbox"/> P.M.          | <input type="checkbox"/> WHEELS         |
| <input type="checkbox"/> ELECTRICAL       | <input type="checkbox"/> RADIO         | <input type="checkbox"/> OTHER _____    |
| <input type="checkbox"/> ENGINE           | <input type="checkbox"/> SAFETY EQUIP. | _____                                   |

DESCRIBE SYMPTOMS OF TROUBLE OR SERVICE DESIRED:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

REQUESTED BY: \_\_\_\_\_

TIME STAMP  
WHEN RECEIVED  
BY EQUIP. MAINT.

WORK ORDER NO. \_\_\_\_\_

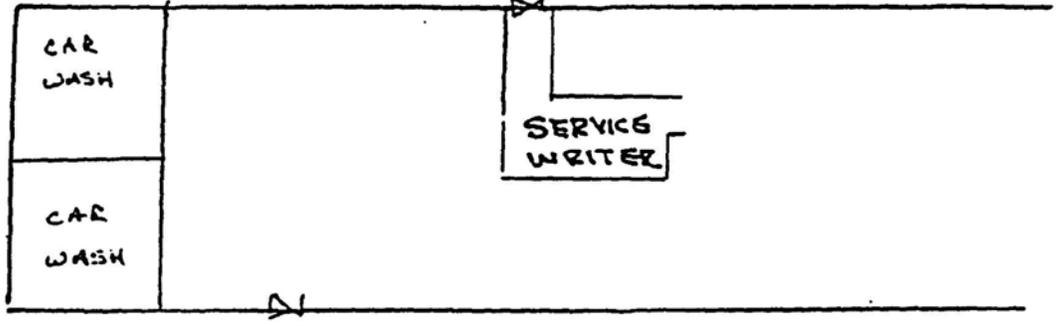
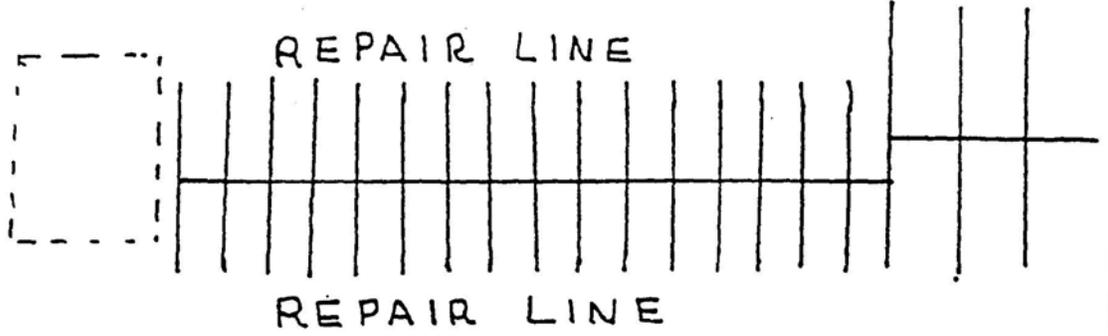
CHAIN LINK FENCE



READY LK  
DO NOT ENCRCH ON DRIVE

CHAIN LINK FENCE

GAT.



DATE OF ACCIDENT: \_\_\_\_\_ ACCIDENT/DAMAGE ESTIMATE COMPARISONS

UNIT # \_\_\_\_\_ DEPT: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

Vendor  
Phone &  
Address

Attachment D

DAMAGE DISCRPTION	COST	COST	COST	COST
CITY REPAIRS REQUIRED: Replace Number/Decals Towing Misc. (Description)	\$	\$	\$	\$
TOTAL REPAIR COSTS	\$	\$	\$	\$

VENDOR RECOMMENDED FOR REPAIR: \_\_\_\_\_ IF NOT LOW BID, REASON: \_\_\_\_\_

DATE SENT FOR REPAIR: \_\_\_\_\_

DATE RETURNED: \_\_\_\_\_

REPAIRS ACCEPTED? \_\_\_\_\_

PURCHASE ORDER #: \_\_\_\_\_

THIRD PARTY INVOLVED? \_\_\_\_\_

CITY W.O. # (If Any) \_\_\_\_\_

SPECIAL COMMENTS: \_\_\_\_\_

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