

OPERATIONS BULLETIN #18

***Subject: Day-to-Day Maintenance and Emergency Repairs
Cal OES Fire Apparatus***

Assignees shall follow these procedures for day-to-day maintenance and emergency repairs of the California Governor's Office of Emergency Services (Cal OES) Fire and Rescue Division fire apparatus.

Inspection of Apparatus

In accordance with the terms set forth in the Agreement for Temporary Assignment of Vehicular Equipment, the Assignee agrees that representatives of the Cal OES, Fire and Rescue Division, and other authorized State personnel, may inspect the apparatus at any time.

Repairs -Engine Status Reporting and Notification

When fire apparatus is at out-of-service or return-to-service status, the following notifications shall take place:

- Assignee will contact their Operational Area Dispatch **and** the Cal OES, Fire and Rescue Division, Regional Assistant Chief.
- The Operational Area Dispatch will notify, via phone call and email, their Regional Dispatch Center.
- The Regional Dispatch Center will notify, via phone call and email, the Cal OES, Warning Center at (916) 845-8911.
- The Cal OES, Warning Center will notify the Cal OES, Fire and Rescue Division via email.

NOTE: Email notification is preferred. The subject line shall note "Cal OES Engine XXX out-of-service". The body of the email shall include a brief description, i.e. "mechanical, service, etc" and include an estimated return to service date/time.

For further information, or questions, regarding this process, contact your Cal OES, Fire and Rescue Division, Regional Assistant Chief.

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Repairs

In no case shall the Assignee purchase any item or authorize repairs in excess of \$100.00 involving State funds without prior approval of the Cal OES, Fire and Rescue Division. Failure to comply with the listed instructions may result in the State not approving the expenditure and assignee or vendor being held responsible for the entire amount of the repairs.

In accordance with the terms set forth in the Agreement for Temporary Assignment of Vehicular Equipment, repairs and equipment replacement shall be the responsibility of Cal OES, except in cases where Cal OES determines that the damage is the result of negligence or misuse on the part of the Assignee. In these cases, the Assignee will bear the replacement cost as Cal OES deems equitable.

Repairs -Expense Less Than \$100

In accordance with the terms set forth in the Agreement for Temporary Transfer of Vehicular Equipment, repairs to the extent of \$100.00 for each individual item of repair shall be the responsibility of the Assignee.

Repairs to the extent that they exceed \$100.00 for each individual item of repair shall be the responsibility of Cal OES on a \$100.00 deductible basis, unless in the judgment of the Cal OES the need for repair results from misuse or negligence on the part of Assignee in the maintenance or use of the apparatus, in which event the cost of each such item of repair above \$100.00 shall also be the responsibility of Assignee. In no event shall Assignee arrange for repairs costing over \$100.00 for any item of repair, whether it is the responsibility of Cal OES or Assignee, without first obtaining written authorization from the Cal OES, Fire and Rescue Division.

All repairs under \$100.00 shall be logged within the "Automobile Maintenance" (Std 271) booklet provided to the Assignee.

It will not be necessary to submit a Form 161 to Cal OES, Fire and Rescue Division.

Repairs -Expense over \$100

All repairs over \$100 must have prior authorization from Cal OES, Fire and Rescue Division before any repairs are started. Proceed as follows:

- Assignee shall request an estimate from vendor:
 - See section "Repairs –Estimate", of this bulletin, for further information.
 - Assignee shall ask vendor to fax or email estimate to them.

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- Assignee shall complete entire section "Assignee I." of the "Fleet Maintenance Worksheet" (Form-161):
 - See section "Repairs –"Fleet Maintenance Worksheet" (Form-161)", of this bulletin, for further information.
 - *NOTE: See Attachment 1 for an example of completing Section Assignee I.*
- There are many scenarios pertaining to a repair. If there are any questions contact the Cal OES, Fire and Rescue Division, Fleet Analyst at (916) 845-8723. Or, the Cal OES, Fire and Rescue Division, Fleet Manager at (916) 845-8711.
- Fax or email the Form-161 and the vendor's estimate to the Cal OES, Fire and Rescue Division, Fleet Analyst (contact at 916-845-8723, fax at 916-845-8396).
 - ***NOTE: If both documents are not submitted together, what is received will be held within a pending file.***
- Once Form-161 and vendor's estimate are received, the repair request will go through a review/approval process:
 - Step 1: Reviewed by the Cal OES, Fire and Rescue Division, Fleet Manager. If there are any issues/concerns, the assignee or vendor will be contacted. If there are no issues, the repair will go to the next step of review.
 - Step 2: Reviewed by Department of General Services (DGS) Auto Inspector (AI). If there are any issues/concerns, the assignee or vendor will be contacted. If there are no issues or concerns, the DGS AI will assign an authorization number to the Cal OES, Fire and Rescue Division, Fleet Analyst.
- Vendor will be contacted directly with an approval to work at the amount estimated and assigned a Fire Number (or purchase order number).
 - **IMPORTANT:** If vendor or assignee finds there are further repair expenses, they must stop work and resubmit a revised estimate for further review. If there are questions/concerns, the vendor or assignee will be contacted. If no issues, the Cal OES, Fire and Rescue Division, Fleet Analyst will contact the vendor or assignee that work can be continued up to the new estimate.
 - **IMPORTANT:** See section "Repairs" regarding work being done without prior approval from Cal OES, Fire and Rescue Division.
 - When a vendor has been given the approval, Section II of the Form 161 will be completed by the Cal OES, Fire and Rescue Division, Fleet Analyst.
 - *NOTE: See Attachment 1 for an example.*
 - The Form-161 will then be emailed or faxed to the Assignee "Main Contact" noted within the Form-161.

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- After the work is completed, the Assignee is to sign the bottom of Form-161 to certify that the repairs have been completed. Then, email or fax the form to the Cal OES, Fire and Rescue Division, Fleet Analyst at (916) 845-8396.
 - *NOTE: See Attachment 1 for an example.*
 - *NOTE: We are not able to process the vendor's final invoice for payment without the signed Form 161. This form should be signed and returned ASAP after the work is complete.*

Repairs -Warranty

Assignee shall complete the entire section "Assignee I" of the "Fleet Maintenance Worksheet" (Form-161). Email or fax to the Cal OES, Fire and Rescue Division, Fleet Analyst (contact at 916-845-8723, fax at 916-845-8396). Further direction will be given to Assignee after review of issue written within justification.

NOTE: If vehicle needs to be towed, contact Cal OES, Fire and Rescue Division at 916-845-8711 first to see if warranty issue. If under warranty, the manufacturer would be contacted for tow directions.

Repairs -Emergency Operations

Repairs whether traveling to, from, or working at emergencies, contact the Cal OES, Fire and Rescue Division at (916) 845-8711. Be sure to leave reliable contact information, if leaving a message.

In some cases, the agencies/incidents requesting Cal OES apparatus will provide emergency repair personnel and replacement equipment at the scene or incident base. These facilities should be utilized whenever possible. Problems or concerns should be directed to the Cal OES, Agency Representative on-scene or to Cal OES, Fire and Rescue Division at (916) 845-8711.

Repairs –"Fleet Maintenance Worksheet" (Form-161)

Within this bulletin, a "Fleet Maintenance Worksheet" (Form-161) will be referenced. The form is located on the Cal OES website:

<http://www.caloes.ca.gov/FireandRescue/Pages/Fleet.aspx>

This form can be saved to ones computer, printed and submitted to Cal OES, Fire and Rescue Division. It is preferred to enter all information on the computer in uppercase letters. If hand-written, write in upper-case and **legibly**.

All fields within Section "Assignee I" must be completed. Information necessary to complete form:

- **Start Date**: Enter date you are submitting form to Cal OES, Fire and Rescue Division

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- **Assignee Department Name**: Write out the name of Department (do not use 3-letter designator)
- **Unit #, Region** and **Op Area/County**: Self explanatory (spell out for Op Area/County)
- **License #, Make, Model** and **Year**: Self explanatory
- **VIN**: Write out full number
- **Main Point of Contact**: The MAIN person who can be contacted for any questions of the repair being submitted. Enter, legibly, the email address and all phone numbers. The Form-161 is also returned (email or fax) to this contact person to sign when the work is complete.
- **Second Point of Contact**: If the main point of contact is not available, list a person who can be contacted for any questions. Enter, legibly, the email address and all phone numbers.
- **Engine Status**: Is the vehicle "in service" or "removed from service". And, must list mileage and date.
- **Detail Explanation of work to be done**: This field is very important in the review process. List all issues with an explanation as to what the problem is. If more space is needed, use a blank sheet. DO NOT enter the estimate of the repair here.
- **Vendor, Address, City, State, Zip**: Enter full information of vendor who will be performing the work and submitting a final invoice to Cal OES.
- **Contact Name**: Enter person who wrote estimate. This individual will be contacted with any estimate questions. They would be contacted once the repair has been reviewed and approved with the go-ahead to do the work and a purchase order number.
- **Title, Phone, Fax numbers**: Very important to note a contact phone number for the vendor contact person.
- **Cost Est**: Enter amount noted within Vendor's written estimate.

NOTE: See Attachment 1 for an example.

Repairs -Estimate

Within this bulletin an "estimate" may be referenced. The estimate must be written on official letterhead (name/address/phone/fax numbers) along with a breakdown of the following:

- **Labor**: Total estimated hours and hourly rate
- **Parts**: List, as best they can, any parts that will be used
- **Shipping**: Any freight expenses
- **Tax**: Tax on parts (*NOTE: Cal OES must pay tax and this expense shall be broken out.*)
- **Total**: Total estimated

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NOTE: Each vendor will have their own format when submitting an estimate. As long as the costs are broken out, and on letterhead, it should be acceptable.

City, county, corporation yard, garage, district, state, federal or tribal work orders are acceptable. If the billing address or phone numbers are not listed at the top of the work orders, the information must be written within the "Vendor" contact information of the Form-161 (section "Assignee I"). *This is very important for encumbrance of the funds to the vendor that will be submitting a final invoice to Cal OES once the repairs are complete.*

Vendors shall use the following billing address for their estimate:

Cal OES
Attn: Fire & Rescue Division
3650 Schriever Ave
Mather, CA 95655

Repairs -Final Billing

As soon as the work is complete, a final invoice must be completed and billed/mailed to:

Cal OES
Attn: Fire & Rescue Division
3650 Schriever Ave
Mather, CA 95655

The breakdown must be line-item by line-item of all expenses. It should be submitted on an "official" invoice. List as follows:

- Labor: Total hours and hourly rate
- Parts: List, as best they can, any parts that will be used
- Shipping: Any freight expenses
- Tax: Tax on parts (*NOTE: Cal OES must pay tax and this expense shall be broken out.*)
- Total: Total estimated

List the following information for reference:

- Purchase Order Number (aka Fire Reference Number)
- Unit Number
- License Number

NOTE: Each vendor will have their own format when submitting a final invoice. As long as each of the line-item expenditures is identified separately, it will be accepted.

If there are any questions on final billing or format of final invoice, contact the Cal OES, Fire and Rescue Division, Fleet Analyst at (916) 845-8723.

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Repairs -Modifications

Day-to-day repairs, of any amount, shall not include changing or modifying of the apparatus. Any modifications that require holes drilled, welding or fabrication must be pre-approved by the Cal OES, Fire and Rescue Division, Fire Chief.

- Assignee will submit a justification to the Cal OES, Fire and Rescue Division, Assistant Chief
- Include details of the modification and pictures (if possible)
- The Assistant Chief will contact the Assignee for any questions or deny the request.
- If the Assistant Chief feels the modification is possible, the documentation will be sent to the Cal OES, Fire and Rescue Division, Deputy Chief, Fleet Operations for further review and/or approval.

Towing and Emergency Roadside Services

The 24-hour emergency roadside service is provided by the State of California. Contact the National Automobile Club roadside service at (800) 600-6065. The Cal OES, Fire and Rescue Division should be notified immediately of any significant situation or extended out of service event at (916) 845-8711.

If a tow is necessary for a vehicle, the Assignee must receive prior approval from Cal OES, Fire and Rescue Division.

Report of Accident

In accordance with the terms set forth in the Agreement for Temporary Assignment of Vehicular Equipment, the Assignee shall immediately notify the Cal OES, Fire and Rescue Division following any and all accidents involving the apparatus. It shall be the responsibility of the Assignee to complete state form "Vehicle Accident Report" (STD-270), and file the report with the Cal OES, Fire and Rescue Division.

- A copy of this report shall be retained by the Assignee.
- The original report shall be mailed to Cal OES, Fire and Rescue Division within 48 hours after an accident.
- Accidents involving injury should first be called to Cal OES, Fire and Rescue Division at (916) 845-8711 and faxed at (916) 845-8396.

This form (pdf file) can be found on the Department of General Services, Office of State Publishing website:

<http://www.dgs.ca.gov/osp/Forms/search/resultsTitle.aspx?title=Vehicle Accident Report>

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Voyager Credit Cards

- Use and security of the Voyager Card is the responsibility of the Assignee.
- Day-to-day fuel use is the responsibility of the Assignee.
- Voyager card purchases should be used only on Cal OES mobilizations.
 - Per Cal OES Operations Bulletin #11 "Credit Card Use/For Official Use Only", the credit card may be used only at participating service stations/truck stops for the purchase of motor fuels and lubricants while enroute to, or returning from, an incident wherein the apparatus has been dispatched through the mutual aid system.
- **The Cal OES Fire and Rescue Division must authorize any emergency purchases/repairs while under mutual aid dispatch.**

For further information, see Cal OES Fire and Rescue Division Operations Bulletin #11 "Credit Card Use/For Official Use Only".

Lost or Damaged Equipment

All lost or damaged equipment shall be reported to the Cal OES Fire and Rescue Division Regional Assistant Chief and recorded within the vehicle log (Automobile Maintenance, Std-217) with an explanation of what occurred.

Replacement of equipment or tools, which the Assignee is responsible for under the terms of the agreement, shall be made as soon as possible and recorded within the vehicle log and "Fire Apparatus Inventory and Record" form. (See Form F-157A for water tenders and type I engines or Form F-157C for type III engines.)

Request for replacement of equipment shall be made in writing to the Fire Chief, Cal OES Fire and Rescue Division. If equipment is lost or damaged on an official mutual aid assignment, it must be noted within the "Unit/Activity Log" (ICS-214) and the "Incident Demobilization Vehicle Safety Inspection" (ICS-212) form. It must also be reported to the Cal OES Agency Representative on-scene for appropriate incident documentation for reimbursable replacement.

Copies of all documentation shall be mailed to the Fire Chief, Cal OES Fire and Rescue Division. Copies of ICS-214's shall also be retained by the Incident, by the responding apparatus (Assignee), and by the Cal OES Agency Representative. If no Cal OES Agency Representative is assigned or available, include copies of all paperwork (ICS-214's & receipts) with the information and mail to Cal OES, Fire and Rescue Division.

Damaged or loss of equipment during local use, and not on an official deployment, shall be the responsibility of the assignee. The same process applies for reporting to the Fire Chief, Cal OES Fire and Rescue Division with an explanation of the equipment and situation.

A follow up Fleet Maintenance Worksheet (Form-161) will be submitted to Cal OES for documentation of lost or damaged equipment. If the equipment is at the expense of Cal OES, submit an estimate along with the Form-161. (See "Repairs –Expense Over \$100" within this bulletin.)

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Reports and Records

In accordance with the terms set forth in the Agreement for Temporary Assignment of Vehicular Equipment, the Assignee shall maintain and submit the following reports:

- "Apparatus Use Report" (Form-101): Submit on a monthly basis
 - *For further information, refer to Cal OES Fire and Rescue Division, Operations Bulletin #34 "Instructions for Compiling Apparatus Use Report (Form F-101)"*
- Hose Test: Submit on a yearly basis
- Insurance Protection (non-state agencies): Submit on a yearly basis
- Ladder Test: Submit on a yearly basis
- Pump Test: Submit on a yearly basis
- Smoke Opacity Test Results: Submit on a yearly basis

NOTE: All tests shall be paid for by the Assignee.

Reports must be emailed or faxed to the Cal OES Fire and Rescue Division Fleet Analyst (contact at 916-845-8723, fax at 916-845-8396).

Maintenance/Operations Bulletins

Assignee shall refer to the following Cal OES Fire and Rescue Division Maintenance Bulletins for further information on various issues:

- Maintenance Bulletin #25 – "Alison Automatic Transmission OES 248-313"
- Maintenance Bulletin #27 – "Maintenance and Inspection of Air Brake Systems"
- Maintenance Bulletin #32 - "Policy: Lubrication, Oil Service, Maintenance and Testing Interval, Cal OES Fire Engines, Water Tenders, Communications and Support Apparatus".
- Maintenance Bulletin #34 – "Smog Check Program"
- Maintenance Bulletin #35 – "Fire Hose Care, Use and Handling"
- Maintenance Bulletin #36 – "Tires"
- Operations Bulletin #11 – "Credit Card Use"

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ATTACHMENT #1

EXAMPLE OF COMPLETED FLEET MAINTENANCE WORKSHEET (FORM -161)

California Emergency Management Agency (Cal EMA) – Fire and Rescue Branch
 Operations Bulletin #18

FLEET MAINTENANCE WORKSHEET

I. ASSIGNEE

Start Date 4-1-12 Assignee Department Name OCEAN CITY FD
 Unit # 123 Region 1 2N 2S 3 4 5 6 Op Area / County SAN DIEGO
 License # 123456 Make HME Model WESTATES Year 2008
 VIN # 67ABC12345DE89123
Main Point of Contact for this repair (identify the individual to contact for any questions):
 Name MICHAEL SMITH Title CAPT Phone 619-555-1234
 Email jsmith@oceancityfd.com Cell 619-555-5678 Fax 619-555-7878
Second Point of Contact (if main point of contact is not available):
 Name WILL JACOBSON Title MECH Phone 619-555-1234
 Email wjacobson@oceancityfd.com Cell 619-555-9876 Fax 619-555-7878
 Engine Status: In Service Removed from Service
 Mileage 24,000 Date 4-1-12
 Detail explanation of Service, Repair, or Warranty work needed:
VERY IMPORTANT -DETAIL WORK TO BE DONE. (If more space is needed, please add another sheet.)
EXAMPLES OF PROBLEM AND EXPLANATION:
 -ANNUAL SERVICE (PER CAL EMA MAINTENANCE BULLETIN #32)
 -BATTERIES NEED REPLACEMENT - WILL NOT HOLD CHARGE OR FAILED LOAD TEST.
 -TIRES WORN BEYOND WEAR MARKS OR UNSERVICEABLE DUE TO CUTS, DAMAGE
 -VALVE NEEDS TO BE REBUILT OR REPLACED. WILL NOT HOLD DURING DRY VACCUM TEST, INOPERATIVE, DRIPS, ETC.
 -OIL LEAK (MOTOR OIL, TRANSMISSION FLUID, GEAR OIL, ETC.)
 Work is to be completed by Assignee Shop, Vendor, or Incident -name _____
 Vendor ABC FIRE REPAIR SHOP
 Address, City, State, Zip 1234 'A' STREET, SAN DIEGO, CA 92101
 Contact Name JAMES ADAMS Title MECH Phone 619-555-9889 Fax 619-555-7372
 Cost Est: \$ \$1,234.56 Amend: \$ _____ FINAL INVOICE TOTAL: \$ _____
!!!VERY IMPORTANT --- Ensure the estimate lists the breakdown of labor and parts expenses
FAX THIS FORM, AND THE ESTIMATE, to Cal EMA/Fire & Rescue @ (916) 845-8396
 Invoices must be billed to: Cal EMA/Attn: Fire & Rescue, 3650 Schriever Avenue, Mather, CA 95655

II. Cal EMA

Cal EMA Tracking: 161 -date rcvd <u>4.1.12</u> Estimate -date rcvd <u>↓</u> Scanned 4 Fleet Review <u>↓</u> Fleet Approved <u>Davis 4.1.12</u> Fire A/C <u>Collins</u>	DGS - Auto Inspector (AI): Date faxed/scanned/called to AI <u>4.1.12</u> A/I Name <u>Martin</u> A/I Approval # <u>11.040212-01</u> A/I Approval Date <u>4.2.12</u>	Cal EMA Tracking: <u>4.2.12</u> Fire # to Assignee <u>Smith</u> Fire # to Vendor <u>Adams</u> Fire # <u>F-XXXX-11</u> PCA # <u>02010</u> PO # _____
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III. ASSIGNEE

Once service/repairs and Section II above are completed, please sign the statement below and fax to:
 Cal EMA/Fire & Rescue @ (916) 845-8396
NOTE: ENSURE THIS SERVICE/REPAIR IS NOTED IN THE VEHICLE MAINTENANCE LOG
 I, MICHAEL SMITH do hereby certify that the repairs on Fire # F-XXXX-11 were completed. The invoice may be stock received by Cal EMA personnel and processed for payment.

Signed [Signature] Date 4.16.12
 Title Capt Phone 619-555-1234