

ACCIDENTS

- Stop at scene
 - If possible remove the vehicle from roadway
 - **YOU MUST** contact the local Police via 911 (even if it is on private property). Be prepared to provide the following:
 - Number of vehicles involved
 - Number and extent of injuries
 - Extent of damage to the vehicle
 - Remain at the scene and call your immediate supervisor.* *It is your supervisor's responsibility to contact the Risk Manager and the Fleet Director.*
- If assistance beyond your supervisor's capability is needed, call Russ McCray (928)242-6957
- Cooperate with the law enforcement agency in their investigation.
 - Do Not Admit Fault.
 - If the vehicle **cannot be driven** contact Russ McCray at (928) 242-6957
-
- Immediately upon returning to the office
 - Report to your supervisor
 - Fill out the County Vehicle Incident Form found on the Internal Web.
 - Call or bring damaged vehicle to Holbrook Complex Auto Shop. (928) 524-4277

EVIDENCE OF FINANCIAL RESPONSIBILITY

Arizona Counties Insurance Pool
1905 W. WASHINGTON STREET, SUITE 200
PHOENIX, ARIZONA 85009
(602) 452-4535

The County indicated below is a member of a self-insured public entity pool established pursuant to A.R.S. Section 11-952.01. All vehicles owned, hired, or leased by the County are covered under the terms of the self-insurance agreement between the County and Arizona Counties Insurance Pool for the period of time indicated.

COUNTY: NAVAJO COUNTY
AGREEMENT: NO. ACIP070113
VEHICLE: All owned, hired or leased

Navajo County Fleet Operations Vehicle Information Guide



OCTOBER 2013

Fleet Operations' Mission Statement is:

To establish efficient and effective County fleet services by providing customers with safe, reliable, economical, environmentally-sound transportation and related support services that are responsive to the needs of the customer groups, and that conserve vehicle value and equipment investment.

Navajo County Fleet Operations has three full-service maintenance facilities, and seven county fuel sites with 15 full-time fleet personnel who provide maintenance and repair of the County's 850+ vehicles and equipment.

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BREAKDOWNS

- During business hours
 - Show Low 928-532-6080
After Hours: Shop Foreman
Dave` Rodriguez
Phone: (928) 205-8198
 - Holbrook 928-524-4277
After Hours: Shop Forman
Howard Hamilton
Phone: (602) 616-0559
 - If no one can be reached:
Call Russ McCray Deputy Director of Highways:
Phone: (928) 242-6957
- Be prepared to state the following information:
 - Vehicle license plate,
 - Make and model
 - Location, and
 - Vehicle problem.
- Flat Tires** - We ask drivers to change the tire and take the vehicle to the nearest county maintenance facility for repair as soon as possible. However, if you are physically unable or uncomfortable changing a tire please call your supervisor for assistance.
Do not drive non-standard spare tires faster than 45 mph!!!
- Lost keys or keys locked in vehicle** – Contact your immediate supervisor, it is the ultimate responsibility of the employee’s department to get spare keys to you.

VEHICLE PROBLEMS OR ISSUES

Please report all problems with vehicles so we can get them resolved by either scheduling the vehicle for service or having you take the vehicle to a repair shop as soon as possible. As drivers, you know the vehicle better than we do and it is crucial to report problems and make sure they are looked at.

Unsure if it is a problem.....

Call Fleet Operations to convey any information pertaining to a problem with a vehicle. We are here to provide our knowledge to determine if it is a safety issue or a problem which needs to be looked at right away.

NOTICE: All county vehicles are subject to GPS Monitoring.

Important

Vehicles need to have all fluid levels and tire pressures checked regularly. Checking these items will help save on repairs, tires and increase fuel economy. We will teach you how to make these checks, or stop by and we will do it for you.

Self-Service Stations with supplies are located at the Holbrook Auto Shop, Show Low Road Yard and Heber Complex.

WINDSHIELD REPAIR / REPLACEMENT

When an object chips or cracks your windshield, call Fleet Operations to schedule an appointment.

- Monday through Friday
- In Show Low call (928) 532-6080
- In Holbrook call (928) 524-4277

Fleet Operations Contact Numbers

Holbrook Auto Shop

100 E. Code Talkers Dr.
Holbrook, AZ 86025

(Monday through Friday)
Phone: (928) 524-4277

After Hours: Shop Forman Howard Hamilton Phone: (602) 616-0559

Show Low Road Yard Shop

1100 E. Thornton Rd.
Show Low, AZ 85901

(Monday through Friday)
Phone: (928) 532-608

After Hours: Shop Foreman Dave` Rodriguez Phone: (928) 205-8198

Holbrook Road Yard Shop

1508 W Romero Rd.,
Holbrook, AZ 86025

(Monday through Thursday)
Phone: (928) 524-4375

After Hours: Shop Forman Servier Begay Phone: (928) 205-3487

Other Contacts:

Road Yard Supervisor
Bill Sturgeon

Phone: (928) 205-3484

Fuel System Contact
Brandon Andrews

Phone: (928) 241-4484

Secondary Contact for Fuel
Bill Bess

Phone: (928) 205-3503

Deputy Director of Highways & fleet
Russ McCray

Phone: (928) 242-6957

COMPLAINTS

Please submit any complaint about Fleet Services by email to:

russell.mccray@navajocountyaz.gov

SERVICING YOUR VEHICLE

Fleet Operations services your vehicle every 5,000 miles. While most of our customers may think of service as a simple oil change, it is far more than that with each mechanic required to follow an exhaustive checklist for each vehicle. Each service follows a detailed maintenance schedule designed to optimize component life and maximize life cycles. Along with regular schedules of preventative maintenance, our mechanics perform safety checks and examine and/or replace brakes and critical drive components as needed. While there is a service sticker in the upper left-hand corner of each vehicle's windshield telling you at what mileage the vehicle is due back for service, our maintenance schedules are integrated with our fuel management system and provide drivers with warnings when service is due.

Each vehicle has a 500-mile window for service from the time the first notice is given until the fuel key shuts off. Service appointments should be scheduled as soon as possible at the first service due notice to avoid being unable to refuel. With the exception of emergency law enforcement vehicles or those designated for emergency response, all county vehicles have fuel cut-offs when exceeding service intervals.

***If your fuel key has been cut-off or deactivated contact your nearest maintenance shop for assistance.**

To schedule an appointment, call your assigned maintenance shop. To help us manage shop resources, PLEASE schedule routine maintenance in advance.

For any safety or operational problem, no appointment is necessary.

*** All services, repairs and parts purchases must be performed at a Navajo County Maintenance Shop**

COUNTY FUEL SITES

(CONTINUED)

●**Taylor Fuel Site** – Located on the Taylor Road Yard at 1121 W. Pinedale Road in Taylor.

■ *Turn on Pinedale Road off Highway 77 at the south end of Taylor-fuel site is a couple miles down on the left*

●**Show Low Fuel Site** – Located on the Show Low Road Yard at 1100 E. Thornton Road in Show Low.

■ *Turn on Thornton Road off Highway 77 adjacent to the Show Low airport runway; fuel site is located at the end of the road on your right.*

●**Pinetop Fuel Site** – Located on the Pinetop Road Yard at 1492 Pine Lake Road in Pinetop.

■ *As you are headed toward Hon-Dah Casino from Pinetop, turn right on Pine Lake Road at the Circle K, then turn right immediately and go through the gate into the road yard which is across the street from the Pinetop Fire Department. The fuel site is approximately 100 feet on your right.*

COUNTY FUEL SITES

LOCATIONS & DIRECTIONS

●**Holbrook Governmental Complex Fuel Site** – Located adjacent to the jail complex and South West of the Auto Shop at 100 E. Code Talkers Drive in Holbrook.

●**Holbrook Road Yard Fuel Site** – Located on the West side of the Holbrook Road Yard Complex at 1508 W. Romero Road in Holbrook.

■*From the Holbrook Complex go north on Highway 77 and turn left on McLaws Road. Turn left on W. Romero Drive and the road yard is a couple miles on the right.*

●**Winslow Fuel Site** – Located on the Winslow Road Yard on South Highway 87 in Winslow.

■*From I-40 take the Flying J exit and turn left under the underpass; Turn right on 3rd; turn left on Highway 87 at the light; turn left on highway 99 and the fuel site is on your left.*

●**Heber Fuel Site** – Located on the Mogollon complex and Heber Road Yard grounds at 2188 W. Country Club Drive in Overgaard.

■*From Highway 260 in Heber turn onto Mogollon Drive and turn left onto W. Country Club-The complex and fuel site is on your right.*

EXPECTATIONS

- Report all problems even if you do not think it is serious – call if uncertain
 - Do not have any vehicle towed or pushed.
 - If commercial towing or recovery of a county vehicle is required contact the appropriate road yard personnel for authorization.
 - No smoking in Navajo County vehicles.
 - Cell phone use without hands-free devices while driving is prohibited!
 - Texting while driving is prohibited!**
 - Always wear your seat belt.
 - Always drive within the posted speed limits. Report any citations issued to you while driving a county vehicle to your supervisor.
 - Do not drive a county vehicle if you are:
 - Impaired by alcohol
 - Taking prescription or over-the-counter medication that causes drowsiness or has specific instructions not to drive.
 - Do not leave vehicle unlocked, unattended and/or with the key in the ignition.
 - Do not smoke or use cell phones while fueling vehicles or equipment.
 - Please respect all users of the county vehicles by cleaning up after yourself.
- If you spill it, clean it up! If you brought it, take it with you! If you make it dirty, wash it! If you throw it on the floor, pick it up!**

ADMIN POOL VEHICLES

Fleet Operations has two admin vehicle pools available for departments to use. Vehicle pools are located at the White Mountain Complex in Show Low or the Governmental Complex in Holbrook.

A convenient online reservation system is located on the Navajo County internal web listed on the main menu under "Vehicle Pool Reservation".

Click on this and you will find the following:

- Important Vehicle Pool Information
- Place Reservation
- Vehicle Insurance Card

Click on Place Reservation to reserve your county vehicle and follow the instructions listed below:

- Select your Departure Location
- Type in your Username (**first.last** name)
- Type in your Destination and Trip Purpose
- Enter the date From and To using the calendars provided
- Click Select Vehicle followed by Place your Reservation

Upon completion of the online reservation, a Confirmation E-mail will be sent to you via the Navajo County e-mail system.

Returning a pool vehicle after hours - Inquire as to the key drop box location and instructions for use when you pick up the vehicle.

All vehicles must be returned to the point of origin with a full tank of gas.

OUT-OF-STATE TRAVEL

To take a county vehicle out of state, **you must obtain approval from the County Manager.**

AUTOMATIC DRIVE THRU CAR WASH

Available at the Show Low Road Yard:
1100 E Thornton Rd., Show Low, AZ 85901

M-TH 6:30 AM-4 PM
(Weather permitting)

VEHICLE FUELING

Follow instructions on the fuel island terminal:

- Insert vehicle fuel key
- Enter vehicle mileage (No leading zeros or tenths-whole numbers only) - Hit "ENTER"
- Remove fuel key
- Swipe county ID card by reader
- Enter fuel type desired – 1 for unleaded 2 for diesel – Hit "ENTER"
- Remove nozzle from pump and fuel vehicle.

If unsuccessful after 2 attempts please use the directions below and report it as a problem.

Fuel Site Dispensing

Please report any problems to the County Engineer, Bill Bess (928)-205-3503. If you are unable to obtain fuel, call and be prepared to answer questions in regard to the specific error messages on the screen of the fuel island terminal.

FUEL CONSERVATION

No matter what the cost of fuel, as employees we should always be conscious of ways to conserve fuel because we are responsible for the use of tax dollars. We have listed ways to conserve fuel and as a representative of the County we want you to keep these in mind when driving County vehicles.

- Keep idle time to a minimum
- Maintain tire pressures to the recommended levels. Recommended levels can be found in the owner's manual or on the inside driver's door post, NOT the maximum tire pressure listed on the tire.
- Avoid fast or jump start accelerations
- Avoid prolonged warming up of the engine even on cold days – 2 minutes is sufficient
- Use cruise control if equipped
- Drive the speed limit