

Fleet Services – Spring/Summer 2020 Service Levels

Fleet Services provides equipment management services for the Corporation's vehicles and equipment fleet, including purchasing, leasing, maintenance and repair, fuel distribution, and operator training.

SUMMARY

Service Level	Staffing Level	Budget Impact	Comments
Typical Service Level	63	\$ 0	Typical staffing level to provide all support services to all internal customer groups.
Recommended 2020 Service Level	63	\$ 0	Starting on May 4, 2020, typical shift staffing levels will be re-established with the COVID-19 safety plans and measures being implemented.

2020 SERVICE LEVELS

Service Provided	Sub-Service	Typical Services Level	2020 Services Level
Fleet Services	Purchasing/Leasing	Vehicle and equipment purchase and lease management for internal customer groups, fleet life-cycle coordination	Typical
	Maintenance/Repair	Full maintenance and repair support throughout the year using internal and external resources	Typical
	Fuel Distribution	Fuel distribution to internal customers	Typical

RECOMMENDATION

Continue with the delivery of the "Typical Service Level" as described in this report for the 2020 Fleet Services service levels.