



FIRE AND RESCUE DEPARTMENT

DIVISION CHIEF OF OPERATIONS

June 13, 2014

INSTRUCTIONAL BULLETIN #14-18

TO: All Fire and Rescue Personnel

FROM: Kurtis R. Wilson, Division Chief of Fire Operations

RE: **Tactical Support Service Policy**

In the most recent company officer meetings, TSF presented a plan that will allow vehicle technicians to have a list of repairs needed while keeping companies informed of what repairs have been made to their apparatus and what parts have been ordered. These new procedures will be implemented June 14, 2014. Strict adherence to the following procedures will allow TSF and Fleet to better serve the companies in the field and allow for better quality control.

1st - When an apparatus is in need of repair the OIC will call the Fleet Service Coordinator at TSF. The coordinator will be David Tucker or his designee. The coordinator can be reached via radio on A-8 or by calling 693-1445 or 237-9085 during normal business hours (0700-1700). Any request for service after hours (1700-0700, weekends and holidays) will be directed to FRCC. After consulting with the coordinator, a determination will be made whether repairs will be made immediately or in the future.

2nd - If the coordinator informs the OIC that repairs will be made the day of the phone call, the OIC will go to the forms folder, located in the File Center within Target Solutions and complete the fillable form, **Apparatus Service Request Form**. This form is to be filled out and e-mailed to tsf@coj.net prior to leaving the station for repairs. The form will **ONLY** be filled out and used **ON THE DAY** repairs are being made to the apparatus.

The following information must be filled out on the form prior to attaching it to the e-mail:

- *Unit number
- *City Motor Pool number
- *Mileage
- *Each item that needs repair placed on a separate line

If there are more repairs needed than lines on the form, then completely fill out additional forms and attach all of them to the e-mail. After filling out the form(s) completely, attach it to an e-mail and send to tsf@coj.net. If it is determined by the coordinator that repairs will be made on another day then it will be the responsibility of the OIC to keep a list of repairs needed at the station, so other shifts can use it to fill out the **Apparatus Service Request Form** the day the apparatus is called for repairs. The **Apparatus Service Request Form** and the e-mail will be required on **ALL** repair visits to Fleet, TSF and private vendors, **NO EXCEPTIONS.**

3rd - Units sent to Fleet for repairs must go through the service writer's office located on Superior Street just north of the fuel island. After arriving at the designated repair facility, JFRD personnel need to address any questions, concerns or comments to the Fleet Service Coordinator located at TSF. JFRD crews will **NOT** initiate any conversations with technicians or shop supervisors at Fleet or private vendors. This does not preclude JFRD crews from answering questions about their respective apparatus if approached by shop supervisors or technicians. The Fleet Service Coordinator will be the point of contact for any loaner or spare apparatus needs. Technicians will receive a copy of the **Apparatus Service Request Form** from their respective supervisor and the technician will add comments to the form indicating what repairs have been completed, parts ordered, no problem found, etc. Upon completion of repairs, the **Apparatus Service Request Form** will be placed on the engineer's seat. This will allow JFRD crews picking up apparatus to have definitive information on the requested repairs that can be passed along to the other shifts.