



## **Level of Service Standards**

### **Purpose**

This document defines and explains the level of service that can be expected from Western Michigan University's Transportation Services unit. It provides an overview of the unit, the priorities of response, and resolution of the issues.

### **Overview**

Transportation Services is a team of highly skilled State Certified Master mechanics and management staff who maintain all Western Michigan University owned vehicles. We repairs and maintain over 280 licensed motor vehicles, all university owned construction and maintenance equipment, emergency generators, ice resurfacing machines, golf carts, mowers, etc. We provide quality service in an efficient and professional manner to ensure all vehicles are safe and well maintained. We implement continuous improvement to ensure the highest level of customer satisfaction.

Western Michigan University's Transportation Services professionals are responsive to the needs of our customers by providing exceptional service and customer care to the university community with safe, reliable and well maintained vehicles and equipment, balancing sustainable technologies with cost effective practices.

Repair requests are submitted to Transportation Services either online using the "Garage Repair Request" form or by simply calling Transportation Services at 387-8511.

### **Services**

Services provided by Transportation Services

- Vehicle repairs.
- Annual, semiannual, and quarterly routine services for the university vehicles.
- Work with departments when recalls are issued and warranty repairs are needed.
- Maintain the university vehicle database including vehicle repair history.
- Maintain non-university fuel card database.
- Work with the departments lending assistance and helping develop specifications that meet their needs when adding or replacing vehicles or equipment.
- Assist in disposal and or reassignment of old or surplus vehicles.
- Vehicle accident assistance & body repairs.
- Maintain the financial ledger for funded and leased vehicle amortization.

### **Response/Resolution Priorities**

All requests for service are assigned a priority which is based on the nature of the issue being reported, the information received from the requestor, and current workload. The priority may be adjusted based on the change in conditions or circumstances. In some cases, a temporary solution may be implemented until a permanent resolution is achieved.

<b>Priority Level</b>	<b>Scenario</b>	<b>Response</b>
1- Critical	Life safety issue, vehicle accident or situation involving environmental contamination.	Immediate response until the situation is resolved.
2- Urgent	Repairs that need resolved sooner than later such as a dead battery, no starts, flat tires, etc.	Same day response
3- Semi-Urgent	Department of public safety vehicles, plow truck repairs during the winter months, trash truck breakdowns.	Same day or as soon as Practicable
4- Normal	Repairs that are an inconvenience yet need repaired.	Completion within 30 business days
5- Scheduled	Scheduled routine vehicle services.	Completed the same day. If vehicle is a no show, completion within 45 days of work order creation.
6- Planned	Body damage repairs, yearly dielectric testing, pre-winter snow plow services.	Yearly as scheduled
7- Deferred	Requests for up fitting or fabricating, things that are beyond the scope of normal maintenance.	As time allows

### **Payment for Services**

Routine services and repairs are billed at the end of each month to the department's account. If budgeted maintenance was set up for the vehicle when first purchased, there will be no costs associated with the repair or routine service. All body work and repairs outside the scope of routine maintenance will be billed at the end of each month.

### **Key performance Indicators**

Performance measures are established, measured, and reviewed for continuous improvement. The performance indicators focus on response time and completed work orders.