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King County

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PUGET SOUND CLEAN AIR AGENCY

**FLEET ADMINISTRATION DIVISION**

**SERVICE LEVEL AGREEMENT**

for

**VEHICLES NOT MANAGED BY FLEET ADMINISTRATION DIVISION**

**Purpose:** The purpose of this agreement is to outline the services that King County Fleet Administration Division will provide and to outline the expectations of the customer as they relate to these services.

King County Fleet Administration has received, for four consecutive years, the Blue Seal of Excellence Award from the National Institute of Automotive Service Excellence; the highest recognition for excellence in the automotive industry.

We are committed to high quality, cost-effective vehicle services, with customer service as our priority.

**1. Maintenance facilities and Stores location and business hours:**

**Renton:**

**Vehicle Maintenance**  
155 Monroe Avenue NE  
Renton, WA 98056  
(206) 296-8159  
Manager: Robert Toppen

**Stores**  
155 Monroe Avenue NE  
Renton, WA 98056  
(206) 296-8160  
Manager: Marian Honeysuckle

**Business hours:**

Monday – Friday  
6:00 am to 10:45 pm  
Except holidays listed below

**Motor Pool:**

**Vehicle Maintenance**  
707 South Orcas Street  
Seattle, WA 98108  
(206) 296-5050  
Manager: Daryl Dennis

**Business hours:**

Monday – Friday  
7:00 am – 4:00 pm  
Except holidays listed below

**Holidays:**

1. New Year's Day
2. Martin Luther King Day
3. President's Day
4. Labor Day
5. July 4<sup>th</sup>

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6. Memorial Day
7. Veterans Day
8. Thanksgiving day and the day after
9. Christmas Day – December 25

## Vehicle Maintenance

### 2. King County Fleet Administration shall:

- 2.1. Provide 24 hour maximum turn around on all vehicles scheduled for preventative maintenance, unless additional repairs are required.
- 2.2. Notify customers whenever it is determined that additional work is required and the turn around time will be greater than 24 hours. The respective maintenance facility will provide estimated time for completion and estimated additional cost.
- 2.3. Provide hourly shop rate for services. \$ 79.50  
(Shop labor rate may be subject to change annually)
- 2.4. Notify customer, in writing, of any change in shop labor rate.
- 2.5. Provide mark-up on parts used. 19.5 over cost        %  
(Parts mark-up may be subject to change annually)
- 2.6. Notify customer, in writing, of any change in parts mark-up.
- 2.7. Provide preventative maintenance service level B (lubrication, oil, filter and fluid level checks) for a labor charge not to exceed 0.7 hours, which is industry standard. See attached exhibit #1
- 2.8. Provide preventative maintenance service level C (safety check, lubrication, oil, filter and fluid level checks) for a labor charge not to exceed 1.0 hour. See attached exhibit #2
- 2.9. Bill monthly for services rendered.
- 2.10. Provide the driver with a work order itemizing the services provided and parts and labor costs. The work order may include notes of recommended work to be performed in the future.
- 2.11. Correct repairs that require re-work within a 30 day period due to part failure, part manufacturer defects, or improper repairs at no additional charge.

2.12. Provide a maintenance service sticker indicating the mileage interval or date when the next service is due.

3. **Customer shall:**

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3.1. List, in the space below, services and service intervals requested:

Preventative maintenance service level C every six months

Recommended service based on mileage intervals – 40K service, 60K service, etc.

As needed service – wiper blades, head lights, etc.

In service new vehicles including licensing

3.2. When available, provide the number and type of vehicles, including model year, make, model, license number, serial number, equipment number, or project number, if available, for which maintenance is to be provided in the following format. (Please attach list of vehicles to be serviced)

|             |       |
|-------------|-------|
| Equipment # | _____ |
| Model Year  | _____ |
| Make        | _____ |
| Model       | _____ |
| License #   | _____ |
| Serial #    | _____ |
| Project #   | _____ |

3.3. Provide name, address, telephone numbers and email address for contact person.

|                    |                              |
|--------------------|------------------------------|
| Customer Name:     | Puget Sound Clean Air Agency |
| Contact Person:    | Ann Gaffke                   |
| Address:           | 1904 Third Ave, Suite 105    |
| City/State/Zip     | Seattle, WA 98101            |
| Telephone Numbers: | 206-689-4068                 |
| E-mail:            | anng@pscleanair.org          |

3.4. Provide information in regards to where invoices should be mailed, address, authorized contact person, and telephone numbers.

|                            |                              |
|----------------------------|------------------------------|
| Customer Name:             | Puget Sound Clean Air Agency |
| Authorized Contact Person: | Andrea King                  |
| Address:                   | 1904 Third Ave, Suite 105    |

City/State/Zip                      Seattle, WA 98101  
Telephone Numbers:                206-689-4014  
E-mail:                                 andreak@pscleanair.org

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- 3.5. When Possible, contact maintenance facility to schedule an appointment for maintenance at least five working days before commencement of the work.
- 3.6. Our preferred standard is that the respective maintenance facility be notified for a preventative maintenance appointment whenever the vehicle mileage falls within 100 miles or 10 days of the scheduled preventative maintenance interval as indicated on the maintenance sticker placed on the left hand corner of windshield.
- 3.7. Deliver vehicles to appropriate maintenance facility for scheduled maintenance, during listed business hours.
- 3.8. Arrange for picking up of vehicles during listed business hours.
- 3.9. Agree to abide by King County conduct, policies and procedures while on County property.
- 3.10. Contact the respective maintenance facility if unable to keep appointment, at least 24 hours before the scheduled appointment.
- 3.11. Notify respective maintenance facility supervisor of any malfunction of the vehicle for which services are being requested.
- 3.12. Disclose to the respective maintenance facility supervisor if the vehicle has been in any major accident.
- 3.13. Turn in vehicle keys, maintenance request, and driver contact information to respective maintenance facility office.
- 3.14. Abide by the maintenance facility supervisor's decision, if it is determined that the vehicle is not safe to operate.
- 3.15. Agree to remit payment within 30 days of the receipt of invoice for services rendered.
- 3.16. Customer and King County Fleet Administration Division will mutually agree upon dollar amount of repair that will require advance customer approval. State agreed upon amount : No prior approval required.
- 3.17. When possible, provide the shop with at least twenty-four (24) hour advance notification when vehicle requires un-scheduled maintenance or repair in order to minimize downtime and inconvenience to the customer.
- 3.18. Have the option of notifying the maintenance facility of any emergency situation that may need immediate attention. Depending on capacity, the

maintenance facility will make every effort to address the emergency situation.

~~4. Loaner vehicles may be available, upon request, for King County Employees. There will be an hourly charge. Contact the respective maintenance shop supervisor for more information.~~

5. Any changes to this agreement, by the customer, shall be made in writing and delivered to the respective maintenance facility or store manager.

6. King County Fleet Administration Division retains the right to terminate this agreement by providing thirty (30) days written notice.

**King County Fleet Administration**

MG Bragg  
Signature

Print Name

Fleet Director  
Print Title

January 28, 2009  
Date

**Puget Sound Clean Air Agency**

Dennis McLerran  
Signature

DENNIS McLERRAN  
Print Name

EXECUTIVE DIRECTOR  
Print Title

1/20/08  
Date

1904 THIRD AVE., SUITE 105  
Street Address

SEATTLE, WA 98101  
City, State, Zip

206-689-4004  
Telephone Number

Equipment # - 1385

Model year - 1997

~~Make - Dodge~~

Model - Caravan

License # - 44224C

Mileage - 75,210

PM due - By the end of January 2009

Equipment # - 21381

Model year - 2002

Make - Toyota

Model - Prius

License # - 60284C

Mileage - 68,319

PM due - February 2009

Equipment # - 51383

Model year - 2005

Make - Toyota

Model - Prius

License# - 74903C

Mileage - 25,737

PM due - past due, due November 2008

Equipment # - 41372

Model year - 200~~6~~4

Make - Toyota

Model - Prius, modified plug in hybrid

License# - 69396C

Mileage - 54,941

PM due - last PM September 2008

Equipment # - 51389

Model year - 2005

Make - Toyota

Model - Prius

License# - 74901C

Mileage - 18,268

PM due - last PM on September 20, 2008.

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Equipment # 1369  
Model year - 1996  
Make - Dodge  
Model - Caravan  
License# 44225C  
Mileage - 50,500  
PM due - last PM done September 3, 2008

✓ Equipment # 21388  
Model year - 2002  
Make - Toyota  
Model - Prius  
License# 60283C  
Mileage - 50,583  
PM due - last PM done October 2008