Enterprise Vehicle Maintenance Program

Introduction
Brown University contracts with Enterprise Fleet Management (Enterprise) to manage the maintenance of University owned vehicles. The program is part of the University’s efforts to ensure all Brown owned vehicles are maintained properly, meet safety standards, and ensure vehicle repair budgets are used wisely.

Policy Statement
Every University vehicle will have an Enterprise Fleet Management Maintenance card assigned to it.

- All vehicle maintenance will be charged to this card
- Enterprise tracks vehicle repairs to ensure routine maintenance is performed and vehicle warranties are honored.
- Enterprise ASE certified mechanics provide a second opinion on vehicle repairs to ensure the repair is necessary and appropriate.
- Emergency roadside assistance and accident assistance (towing and rental car) is available under this program.
  - There is a charge for this service and Brown’s auto rental policy will apply.

Responsibilities
Departments with vehicles are required to pick-up Enterprise Fleet Management Maintenance Cards from the Fleet Maintenance Manager. The maintenance card includes a key fob card that can be attached to the vehicle’s key chain. If you have multiple sets of keys you may get multiple key fobs.

Departments are responsible for reviewing their monthly maintenance charges on the Enterprise Fleet Management website and checking that against their cost center expenditure reports for those charges. Should there be any changes in the status of the department vehicle(s) please contact the Fleet Manager.

Procedures
Enterprise and Brown have contracted with BTS Goodyear Service Center on Pawtucket Avenue, Pawtucket, to provide regular maintenance and repairs. Repair costs are controlled because Brown and Enterprise have pre-negotiated labor rates and discounts on parts and tires.

Every University vehicle will have an Enterprise Fleet Management Maintenance card assigned to it. All vehicle maintenance will be charged to this card. Monthly, Enterprise will provide to Brown detailed maintenance reports on each vehicle. Departments will be able to view the detail of vehicle maintenance on the Enterprise website. Vehicle maintenance expenses will be charged to departments monthly.

When vehicle service is required, the department responsible for the vehicle calls BTS Goodyear to schedule an appointment. BTS will call Enterprise for approval when any repair estimate is over $75. Enterprise will review the estimate, enter the repair data into the maintenance record of the vehicle and approve the work. If there is a question as to the need for the repair, Enterprise will contact Brown’s Fleet Manager, Jim McCurdy. Should the vehicle or the repair be covered by the manufacturer’s warranty, Enterprise will direct BTS to send the vehicle to the nearest dealer.

Enterprise will call Brown’s Fleet Maintenance Manager when any repair estimate exceeds $500. The Fleet Maintenance Manager will contact the department to discuss the repair.
Contacts
For information or to replace or obtain an Enterprise Fleet Maintenance card please contact Jim McCurdy, Fleet Manager, 401-863-2206 james_Mccurdy@brown.edu

BTS Tire & Service Store, 580 Pawtucket Ave, Pawtucket, RI 02860 (401) 727-7670

Enterprise Fleet Management http://www.enterprise.com/fleets/Home.action

Policy Owner Approved by Director, Insurance & Purchasing Services
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