

## EXHIBIT A

### UTILITY CART SERVICING GUIDELINES

#### **Procedure for Preventative Maintenance (PM) for Carts**

The work management coordinator will install the individual vehicle information in the work management system which will generate regular PM tickets for service. The system will print out a PM ticket for each vehicle every six calendar months. The user will be notified by the work management coordinator that service is required. It is the user's responsibility to contact the work management coordinator to schedule an appointment to have the vehicle delivered for service. The cost for PM Service will be a flat rate of \$30 which includes an oil change and check of the overall condition of the cart. (**Note:** If the PM Service identifies items that need attention, these items will be addressed at the same time if possible. If for some reason this work can't be performed, it will be rescheduled with the user. No vehicle will be allowed to go back in service if any repairs that are identified jeopardize the safe operation of the vehicle. The cost for this service will be based on work that is required to address the repair.)

Once the service is complete, the maintenance mechanic will return the completed work order to the work management coordinator. The work management coordinator will inform the user that the work is complete, verify that the work order accurately describes the service performed and return a copy of the work order to the user for the user's record. The work management coordinator will also log the work order for FMS's record.

All costs associated with the repairs will be charged to the account code designated for the vehicle.

#### **Procedures for Non-PM Repairs for Carts**

If repairs are identified, the user will contact the work management coordinator and schedule a time for evaluation and the work management coordinator will also issue a work order. Once the necessary actions are determined, the parts will be ordered. (**Note:** If the repairs that are required do not jeopardize the safe operation of the vehicle, the user will be able to utilize the vehicle until the parts are received. Otherwise, the vehicle will remain out of service until the repairs are made.) Once the parts are received, the work management coordinator will contact the user to schedule an appointment to make the repairs.

Once the service is complete, the maintenance mechanic will return the completed work order to the work management coordinator. The work management coordinator will inform the user that the work is complete, verify that the work order describes the service performed and return a copy of the work order to the user for the user's record. The work management coordinator will also log the work order for FMS's record.

All costs associated with the repairs will be charged to the account code designated for the vehicle.