



**Fleet**  
SOLUTIONS  
en gestion de **parc**

**transervice**

To: Business Units - Tier B & associated vehicle coordinators

From: Claude Bouchard (BFS) & Pierre Bujold (TLC)

Subject: **New “Enhanced” Garage Service Hours**

Bell Fleet Solutions (BFS) jointly with Transervice (TLC) continue to make changes to its fleet maintenance operations to help contain costs and increase productivity. We are, therefore, introducing **enhanced service hours** in all 46 garage locations throughout Ontario & Quebec beginning on **March 9, 2009**.

This change reflects your feedback and the input from the multiple on-site “Garage Charter” information sharing sessions held last year.

### **New Garage Hours**

The revised maintenance and servicing schedule will **increase mechanic availability between 6 pm and midnight by 46%** while reducing regular daytime hours between 7 am and 6 pm by 24%.

Most garages will now be open from 9 am to midnight from Monday to Friday and in certain locations from 8 am to 5 pm on Saturdays. Some smaller garages may have more limited hours. The attached schedules detail specific mechanic availability.

All maintenance required outside the local hours of coverage may be directed to our **Customer Call Centre (CSC) at 1-800-361-0839**

- Monday to Friday (6:00 am to 11:00 pm)
- Saturday (8:00 am to 5:00 pm)

### **Benefits**

- These extended hours will permit technicians to drop off their vehicles at the end of their shifts and allow vehicles and technicians, in many cases, to be ready to roll at the start of the next day
- It will drive a culture change towards including a final end of day vehicle circle check to identify any issues when vehicles are returned to the work centre/garage
- It will help shift core maintenance work to off-duty hours, thus improving vehicle and technician downtime
- Given more staggered end of day shifts, versus similar morning start times, it should reduce garage line-ups and disruption on the garage shop floor
- By scheduling preventive maintenance outside of regular business hours, requirements for loaner/ courtesy vehicles should also decrease

By moving to this new maintenance schedule where vehicles are in garages in the evenings, we should be able to increase technician availability and ultimately improve customer service.

## NEW ENHANCED SERVICE HOURS

### Questions & Answers

#### **Q1. As a technician, what can I do to help with the implementation of the new schedules?**

**A1.** Your support and commitment are critical to the success of this initiative. Whenever possible, identify and report any vehicle anomalies at the end of your shift, rather than at the beginning. This will enable our mechanics to address them while you don't need the vehicle. Also, please respect any scheduled appointment you might have agreed to with the shop, so our mechanics can best manage their workload.

#### **Q2. How can I get my vehicle serviced if no mechanics are present in the morning until 9:00am?**

**A2.** Any repairs (ex. boosting, towing, wiper blades, lights, etc.) required prior to 9:00am may be directed to our Customer Service Centre (CSC) at 1-800-361-0839 from Monday to Friday (6:00am to 11:00pm) and Saturday (8:00am to 4:00pm) where a certified mechanic will attend to your requests. Roadside assistance is available 24/7.

#### **Q3. How can I get my vehicle back before 9:00am or how can I drop-off my vehicle before 9:00 if I need a loaner?**

**A3.** All coordination for a vehicle pick-up or drop-off not yet confirmed with your local mechanics when arriving at a garage may be initiated and completed by calling our Customer Service Center (CSC) at 1-800-361-0839 from Monday to Friday (6:00am to 11:00pm) and Saturday (8:00am to 4:00pm). Every location is equipped with a secure vehicle key box to ensure proper key management and vehicle trouble reporting forms required by our mechanics to either start the repair or contact the driver for more information.

#### **Q4. How will I be able to provide my mechanic a diagnostic of my vehicle's condition?**

**A4.** It is recommended to perform a circle check at the start of your tour for any deficiencies that could jeopardize your safety and be coordinated through our Call Centre (CSC). At the end of your tour, another circle check should be performed where any anomalies should be reported immediately to your mechanic (or CSC) for him to proceed with the repairs in that same evening to ensure your vehicle is repaired to your satisfaction in time for the start of your tour the next day.

#### **Q5. If my vehicle breaks down during the day, who should I call if no one is present in the garage?**

**A5.** At all times if you need assistance for a vehicle break down, you should contact our Customer Service Centre (CSC) at 1-800-361-0839 available from Monday to Friday (6:00am to 11:00pm) and Saturday (8:00am to 4:00pm) where a certified mechanic will attend to your requests. Roadside assistance is available 24/7.

**Q6. How will I obtain a courtesy - loaner vehicle?**

**A6.** Courtesy vehicles, when available, are primarily offered with scheduled maintenance. They can be coordinated through your local mechanic or CSC if your request is outside normal coverage hours at the local garage.

**Q7. Will my vehicle be ready the next morning?**

**A7.** Based on repairs required on your vehicle, your local mechanic will let you know if your vehicle will be ready the next morning. Target is to schedule and perform preventive maintenance during the evening shift and have your vehicle available the next morning.

**Q8. What happens if my vehicle is not ready the next morning?**

**A8.** In the event your vehicle is not ready as planned for the next morning, your local mechanic will contact your supervisor to advise him of the change and will endeavour to make a loaner vehicle available for you to pick up the next morning, should you require one.

**Q9. Why the change to the scheduled hours?**

**A9.** By moving to this new maintenance schedule where vehicles are in garages in the evenings, we should be able to increase technician availability and ultimately improve customer service.

**Q10. What are the benefits foreseen in implementing such changes?**

**A10.** Changes will allow the following benefits:

- Allow technicians to drop off their vehicles at the end of their shifts and allow vehicles and technicians, in many cases, to be ready to roll at the start of the next day
- Drive a culture change towards including a final end of day vehicle circle check to identify any issues when vehicles are returned to the work centre/garage
- Shift core maintenance work to off duty hours thus improving vehicle and technician downtime
- Scheduling preventive maintenance outside of regular business hours, requirements for loaner/ courtesy vehicles should also decrease

**Q11. Is this change supported by my executive leadership?**

**A11.** The entire Bell Operations Executive Team is supporting the change as identified from many customers' feedback and input gathered in multiple on-site "Garage Charter" sessions held in 2008.

**Q12. Can I coordinate & call the CSC for all maintenance and/or related repair needs?**

**A12.** Yes, any maintenance and/or related repairs may be directed to the Customer Service Centre (CSC) at 1-800-361-0839 available from Monday to Friday (6:00am to 11:00pm) and Saturday (8:00am to 4:00pm) where a certified mechanic will attend to your requests. Roadside assistance is available 24/7.

**Q13. Who do I contact locally at Transervice (ex. TLC manager etc.) if I need to discuss a situation and/or need?**

**A13.** All contact information for local communications are included in the attached document including the New 2009 schedules. If your concerns are urgent, you may call the Customer Service Centre (CSC) at 1-800-361-0839 available from Monday to Friday (6:00am to 11:00pm) and Saturday (8:00am to 4:00pm) where a certified mechanic will attend to your requests.

**Q14. Is this change to schedule hours temporary?**

**A14.** This is a permanent change. We will be monitoring the results and, if required, will make adjustments to ensure we meet or exceed expected benefits.

**Q15. Are changes applicable to all service locations?**

**A15.** Changes are applicable at all 46 service locations we currently operate out of.

**Q16. My vehicle is due for a preventative maintenance (PM), should it be performed at the end of my shift?**

**A16.** Preventive maintenance will be performed at the end of your shift after you bring your vehicle in to your local garage or as an alternative, when the vehicle is not required on the road for a certain period of time.

**Q17. Some repairs may require approval from my Business Unit Leader's or Fleet Coordinator's, will the new schedules delay servicing?**

**A17.** No. All shop personnel have the ability to contact their respective leaders to coordinate any special approvals in the quickest manner possible.

**Q18. Will new schedule service hours be posted locally?**

**A18.** All local schedules are posted in strategic locations at all 46 maintenance facilities.

**Q19. What coverage will be available in locations where due to vacation and / or sickness that only one (1) staff member is remaining?**

**A19.** In all situations where the remaining staff is one (1), the tour of duty for that person will 2:00pm to 10:00pm.