



Newport News Police Department - Administrative Manual

ADM-550 - POLICE VEHICLE MAINTENANCE AND REPAIR

Amends/Supersedes: ADM-550 (03/12/2018)

Date of Issue: 09/13/2021

I. GENERAL

- A. The routine repair and preventive maintenance of all Police Department vehicles will normally be performed by the City's Vehicle and Equipment Services Division (City Shop or Vehicle Services). A Request for Vehicle Repair ([NNPD Form #9](#)) must be completed prior to any Department vehicle being left at the City Shop for either repair or routine preventative maintenance.
- B. Any damage to a police vehicle must be reported immediately by the operator to his supervisor. The vehicle will be taken to Vehicle Services to be inspected by a vehicle technician once the damage has been reported.
- C. Once a vehicle has been left at the shop, Vehicle Services will contact the appropriate personnel when service has been completed, and the vehicle is ready for pick up;
NOTE: Employees will avoid calling Vehicles Services directly to ask about the status of their vehicles.
- D. Firearms will not be left in any vehicle while at the City Shop.

II. PROCEDURE

- A. Normal hours for the City Shop at the Operations Center are 0700 to 1530 hours, Monday through Friday. Between the hours of 1530 to 1730, the City Shop will only handle minor emergency repairs.
- B. Preventive Maintenance
 - 1. Pool, assigned, and take-home vehicles shall have preventive maintenance performed at mileage intervals determined by the City Shop.
 - 2. The preventive maintenance stickers are placed on each vehicle's dashboard to indicate the mileage when service is next due. Regular preventative maintenance will be performed at the mileage indicated on the sticker.
- C. Take-Home/Assigned Vehicles
 - 1. Departmental personnel assigned a vehicle are responsible for ensuring preventive maintenance is performed as scheduled at the appropriate intervals. Failure to follow the preventative maintenance as listed on the mileage sticker will be reported, by the fleet coordinator, to the appropriate bureau/precinct/division commander. At the discretion of the commander, the employee may be relieved of their assigned vehicle.
 - 2. Personnel assigned a vehicle shall ensure both the interior and exterior are kept clean.
NOTE: The gas pumps at 2307 Huntington Avenue have equipment available during normal business hours, and the gas pumps at Vehicles Services have equipment and materials available 24 hours a day to wash police vehicles.

D. Pool Vehicles

1. Personnel operating pool vehicles will monitor the odometer mileage on these vehicles to ensure it does not exceed the mileage indicated on the preventive maintenance sticker.
2. Pool vehicles will be assigned to that precincts/divisions. Precinct/division commanders, or their designees, will
 - a. Assign their area's pool vehicles; and
 - b. Be responsible for ensuring that all pool vehicles under their command have regular preventative maintenance performed on time.

E. Emergency Repairs

1. In case of an emergency repair, personnel will:
 - a. Contact the City contracted towing company to have their vehicle towed to Vehicles Services if it is inoperable or unsafe to drive;
 - b. If the vehicle is drivable, the employee may drop the vehicle off at Vehicle Services;
 - c. Employees will use a pool vehicle until their Department vehicle has been repaired or another vehicle assigned.
2. In cases where a Department vehicle sustains a flat tire:
 - a. The employee will contact the City's contracted towing company to have the tire changed; or
 - b. The employee may change the flat tire themselves if able to do so.

F. Emergency Equipment and Damage to Police Vehicles

Prior to beginning a tour of duty, police vehicles will be inspected by the operator to ensure that all equipment is functional and to determine if new damage to the vehicle exists. The immediate supervisor will be notified prior to the use of the vehicle if equipment is missing or non-functional and if new damage exists. Unreported missing/non-functional equipment or vehicle damage will be the responsibility of the employee operating the vehicle immediately prior to its discovery.


Steven R. Drew
Chief of Police