

# REPORT

## Oakville Public Library Board

**Meeting Date: May 16, 2024**

---

**FROM:** Oakville Public Library

**DATE:** May 7, 2024

**SUBJECT: Fleet Services Service Level Agreement – May 16, 2024**

---

### **RECOMMENDATION:**

That the Fleet Services Service Level Agreement (SLA) be approved.

### **KEY FACTS:**

The following are key points for consideration with respect to this report:

- OPL and the Town of Oakville share a mutual commitment to collaboratively delivering efficient and cost-effective library services to Oakville residents.
- In 2019, the approval of a Memorandum of Understanding (MOU) delineated the terms of our partnership with the identified town departments (Appendix B – Oakville Public Library Memorandum of Understanding).
- A Fleet Services with the Town of Oakville Roads and Works department was not included in the original MOU process however, with the move to an in-house courier service in August 2023 and corresponding vehicle, Roads and Works provides driver and vehicle support and the proposed SLA helps clarify expectations and service levels.
- At the March 21<sup>st</sup> board meeting, the board requested that the following items be added to the SLA:
  - Bodywork repairs
  - Statement on insurance
  - Support timelines.

### **BACKGROUND:**

In January 2019, a MOU was approved by Council (OPL Board in December 2018) that set out the overarching terms of the partnership between the Town of Oakville and the OPL with schedules attached detailing the services provided by identified town department to the Library.

Roads and Works was not identified as needing a service level agreement at that time, however with the introduction of an in-house courier service in the summer of 2023, they now provide support in regard to driver training and will take on support and maintenance of the Courier van once it is ready to begin service (est. March 2024).

With the continue expansion of the OPL Express locations and grow in outreach activities, it was identified in 2019 to bring the OPL Courier service house to provide increased flexibility and long-term cost savings. This decision also corresponded with the ending of the courier service who had supports OPL for the past 30 years. OPL continues to be grateful to Andy and Ryan Crowe for their exemplary service to OPL and wish Andy well on his retirement and Ryan on his new career path.

OPL ordered its new courier van in 2021 and took possession of the van in February 2024. It is currently being skinned and will be in circulation in March. A rental van has been used since August 2023 to bridge the gap. Roads and Works provided driver training when OPL's two courier drivers were onboarded in August and will continue to offer driver support under the proposed SLA.

**COMMENT/OPTIONS:**

The proposed Fleet Services SLA (Appendix A) covers the following area of support to provided by Roads and Works to OPL:

- Scheduled maintenance
- Repairs
- Roadside Assistance
- Fuel Supply
- Driver Support and Training
- Acquisition, disposal, and discontinuance

At the March 21<sup>st</sup> board meeting the board requested that the following 3 items be added to the SLA:

- Bodywork repairs
- Statement on insurance
- Support/repair timelines.

In discussions with Roads and Works, updates were made to the SLA to reflect the requests of the board. Updated items are highlighted in yellow.

In terms of support timelines, Roads and works is unable to commit to specific timeframes as they support a number of other internal and external clients with their own priorities and service impacts. However, they are aware of potential OPL

service impacts and have committed to working closely with OPL to mitigate these impacts to the best of their ability and providing OPL with clear and timely communications so OPL can plan appropriately to mitigate service impacts if needed. As such, a statement to represent this commitment has been added to the SLA.

**APPENDICES:**

Appendix A – OPL Fleet Services Agreement

Appendix B – Oakville Public Library Memorandum of Understanding

Prepared and Submitted by:

Tara Wong, CEO