

Ministry of SaskBuilds and Procurement

Service Standards for CVA

Service standards publicly state the level of performance that citizens can reasonably expect to encounter under normal circumstances.

Service description:

CVA provides government clients with access to fleet vehicles to enable them to perform the duties of their position.

How you can request this service:

All requests for assigned fleet vehicles should come through a designated Vehicle Coordinator. Once a client has received internal approvals, a Vehicle Requisition Form can be sent by the Vehicle Coordinator to CVA.

Work hours:

Monday to Friday, 8 a.m. to 5 p.m. with the exception of Statutory Holidays.

Contact details:

Email cvageneralinquiry@gov.sk.ca

Phone 306-787-6902

Toll free 1-877-787-6902

500 McLeod Street, Regina

Service	Customer action required	Service Standard	Target	How to measure
Receive request and confirm it was received	Designated Vehicle Coordinator must submit the Vehicle Requisition Form to CVA	Vehicle Coordinators contacted to discuss vehicle options within 1 business day after the Vehicle Requisition is submitted.	95%	Record inquiry and response on stat tracking spreadsheet.
Fleet management	Review fleet information provided by CVA, for utilization and possible right-sizing opportunities. Meet with CVA to discuss any and all fleet needs.	All GRF (executive government) clients, and clients with fleets with 15 vehicles or more receive a Fleet Management Plan and/or have a Fleet Management Meeting with CVA annually.	95%	CVA will provide Fleet management emails, and track and record all meetings on Right Sizing spreadsheet.