

Service Standards for Central Vehicle Agency

Commercial Services Division, Ministry of Central Services

Issued: August 2020
Reviewed: August 2020
Next review: August 2021

This document outlines the service standards customers can expect from the ministry.

Service Standards for CVA Fleet Vehicle Request

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

Service description:

Central Services 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	Designated Vehicle Coordinator will be contacted within 2 business days (for all times except peak purchasing periods) of emailing CVA to confirm request has been received and is being reviewed.	95%	Record inquiry and response on stat tracking spreadsheet.
Confirm customer needs	N/A	Designated Vehicle Coordinator will be contacted by the CVA within 1 to 5 business days (from first contact) to confirm the client's needs and discuss next steps.	100%	Record inquiry and response on stat tracking spreadsheet.

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Service	Customer action required	Service Standard	Target	How to measure
Vehicle on site (includes inspection)		If the vehicle is on site: The Designated Vehicle Coordinator will be contacted <ul style="list-style-type: none"> – To confirm if the vehicle on site meets client’s needs; – To clarify date/time when vehicle will be available; 		
Vehicle order from manufacturer (if necessary, includes procurement, shipping, upfitting)		If the vehicle is NOT on site, CVA will contact the customer: <ul style="list-style-type: none"> – To ensure the proper authorizations have been completed to order the vehicle; – CVA will provide regular updates on the progress. – CVA will prepare and submit the vehicle order within the manufacturer’s build schedule timelines – CVA will provide regular updates on progress and estimates timelines 		
Schedule pick up		Once the vehicle is ready, CVA will contact Designated Vehicle Coordinator within 1-2 business days to schedule pick up time/date.	95%	Record inquiry and response on stat tracking spreadsheet.
Vehicle pick up	Complete the Transfer In form (for new vehicle pick up)	Vehicles can be picked up during regular business hours from 500 McLeod Street.		