

Service Standards for Central Vehicle Agency

Commercial Services Division, Ministry of Central Services

Last revised: August 2020
Last reviewed: August 2020
Next review: August 2021

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

Service Standards for CVA Short-Term Vehicle Rental Requests

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 access to short-term vehicle rentals to enable government clients to complete their work when travel is required.

How you can request this service:

Bookings are done online via the FleetWave website. Each organization has a designated Vehicle Coordinator who facilitates bookings on behalf of the organization.

CVA Daily Rental Vehicles are available for pick up and drop off at one of eight pool locations: Regina (TC Douglas and McLeod locations), Moose Jaw, Swift Current, Yorkton, Kindersley, Weyburn and La Ronge.

Work hours:

Regina CVA work hours: Monday to Friday, 8 a.m. to 5 p.m. with the exception of Statutory Holidays. Please be informed that hours may vary in different CVA locations.

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
Requesting to be a driver Registered drivers can book vehicles using FleetWave®	To book a vehicle from CVA you must first be a registered driver in FleetWave, CVA's online booking system. Vehicle Coordinator will need to help you set up a driver account and confirm your supervisor's approval.	If needed, CVA technical support is available during regular business hours: Monday to Friday, 8:00 AM to 5:00 PM with the exception of Statutory Holidays, and will respond to inquiries within 1 business day. *approval turnarounds are dependent on ministry vehicle coordinators	100%	Record inquiries and responses on stat tracking spreadsheet.

Service Standards for Central Vehicle Agency

Commercial Services Division, Ministry of Central Services

Last revised: August 2020

Last reviewed: August 2020

Next review: August 2021

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

Service	Customer action required	Service Standard	Target	How to measure
Booking a vehicle Service name	Bookings are done online via the FleetWave website. Clients will need the following information to perform the action: <ul style="list-style-type: none"> – Know your FleetWave login information – Know your billing unit information (you can get this from your Vehicle Coordinator) – Know which location you want to book from – Know which type of vehicle you will need – Have a valid driver's license 	If booking is complete, customer will receive immediate booking notification to confirm online booking details.	100%	Record any instances (if any) where notification not sent on stat tracking spreadsheet.
		Email inquiries are responded to within 1 business day.	100%	Record inquiries and responses on stat tracking spreadsheet.
Vehicle Pick Up/Drop off	Book Daily Rental Vehicle through FleetWave®	Vehicle coordinators will receive an email with the booking # confirming the return, rental number, estimated cost, and driver name within one business day of the vehicle being returned.	100%	Record any instances (if any) where notification not sent on stat tracking spreadsheet.
		Service to be provided within 5 minutes of arriving at short-term vehicle rental location for pickup or drop off.	100%	Record any instances when clients are not addressed within 5 minutes on stat tracking spreadsheet.