

15 Minute Manager

Maintenance

As part of its review, FTA requires each agency's maintenance department to have a written maintenance plan for all buses and facilities and to keep records in hard-copy or electronic format to document that the plan is being followed. For example, if an agency's program calls for PMIs to be performed at 6,000-mile intervals, work orders or other documents must substantiate that the PMIs were performed as specified. Additionally, since FTA requires maintenance plans to be current, agencies need to prove that PMI checklists and other practices reflect the manufacturer's requirements for new vehicles added to the fleet.

The Model Transit Bus Safety and Security Program also recognizes that proper maintenance of vehicles is critical to the safe operation of a transit system and requires agencies to establish vehicle maintenance practices to regularly address safety-related vehicle equipment, including:

- Service and parking brakes;
- Tires, wheels, and rims;
- Steering mechanism;
- Vehicle suspension;
- Horn;
- Mirrors;
- Lighting and reflectors; and
- Wheelchair lifts.

CFR 49 Part 396 outlines PMI record-keeping requirements. It also establishes pre-trip inspection requirements and provides essential guidance for developing maintenance practices and training programs. Under Part 396, records must substantiate that the mechanic or inspector carrying out the PMI has proper training, knowledge, and experience to perform the required tasks. In addition, all inspections must be documented to show that identified defects have been repaired.

RTAP's Introduction to Preventive Maintenance provides a great guide for transit managers. It can be used as a training module or as a personal guide for building a quality maintenance program. [RTAP Introduction to Preventive Maintenance](#)

15 Minute Manager – Preventive Maintenance

There are a number of compelling reasons to assure that vehicle assets are managed and maintained well:

- Safety is the primary reason. Making sure that vehicles are well maintained and in good working order keep people safe. Failure to keep vehicles maintained and repaired is the number one reason for accidents and incidents that impact passengers and drivers.
- Financial considerations are another reason to assure well maintained vehicles. By extending the life of a vehicle, repair and replacement costs are minimized. Nearly all rural transit systems run on a shoestring budget and every dollar counts. Money spent on maintenance is a cost savings when compared with expensive repairs and pre-mature replacement.
- Image is one we don't often think of. When people see vehicles in disrepair, broken down, or dirty (inside or out), they're less likely to want to use the service. This has a direct and disabling impact on a program and puts it at great risk of failing.

Every driver, mechanic, dispatcher, record keeper, and manager have a responsibility to carry out maintenance activities. The success of a transportation program is contingent on everyone doing their part.

Provide each employee a copy of your Transit Asset Management Plan or Maintenance Plan. A cover page should be a receipt stating that the employee has been given a copy and will read it. The employee will sign and date the receipt. Receipts will be collected.

Inventory and Assessment

It is the policy of this agency that the Transit Manager maintain an inventory and condition assessment for each vehicle in the fleet used to transport clients, customers, constituents and other members of the public. Mechanic(s) will assist the Transit Manager in determining the condition of each vehicle.

Pre- Post-trip Inspections

Pre- and Post-trip Inspections are the first and primary activity designed to find maintenance and repair issues before they become safety issues and/or become more expensive to address.

It is the policy of this agency and a condition of employment that, using the provided checklist, a full pre-trip inspection of a vehicle be conducted before its use and a post-trip inspection conducted after its use.

Provide each employee a copy of the pre- post-trip inspection forms. If your agency allows drivers to check out vehicles on an as needed basis throughout the day, explain your policy on inspection requirements. i.e., Is a vehicle only required to be inspected twice a day (beginning and end) or must it be inspected every time a driver checks out the vehicle and checks it back in? How does a person know they are the first or last to use a vehicle?

A separate 15 Minute Manager training is provided on how to conduct these inspections.

Maintenance or Repair requirements

It is the policy of this agency that all non-safety related maintenance and repair requirements found on pre- post-trip inspections or during the use of the vehicle be reported to the **Transit Manager/Dispatcher (put in the correct contact person's title for this requirement)** prior to the end of the driver's shift and written notice on the pre- post-trip inspection form.

It is the policy of this agency that all safety related maintenance and repair requirements found on pre-post-trip inspection or during the use of the vehicle be reported to the transit manager immediately and that the vehicle be put "out of service" until such maintenance and repairs are completed.

It is the policy of this agency that all vehicles be maintained according to the manufactures recommended schedules.

It is the policy of this agency that **drivers/transit managers** monitor the hours/mileage of each vehicle and schedule routine maintenance.

It is the policy of this agency that mechanics report all unscheduled maintenance to the Transit Manager.

It is the policy of this agency that all maintenance and repair activities over **\$(procurement limit requirement)** be approved by the Transit Manager prior to ordering parts or conducting maintenance or repairs.

It is the policy of this agency that all vehicles will be cleaned of trash and swept out at the end of each shift and that the interiors will be cleaned (interior windows washed, seats wiped down, aisles swept and mopped) on a **(place frequency here)** basis. Transit Manager/Mechanic will schedule a "detailed" cleaning on an **(place frequency here)** basis.

ADA Equipment tests, maintenance and repairs

It is the policy of this agency that all ADA related equipment (securements, lifts, ramps) be tested at each pre- post-trip inspection, and that any failures be reported to the transit manager/dispatcher immediately. Decisions on whether to use the vehicle will depend on the availability of a spare, ADA accessible vehicle.

It is the policy of this agency that all repairs on non-functional lifts and ramps be made **(choose one)** in 3 days (if service area population is more than 50,000) or 5 days (if service area population is less than 50,000)

Give every employee a copy of the State Inspection form and review its content.

Arizona Department of Transportation inspections

It is the policy of this agency that all vehicles used to transport customers, clients, constituents, or other members of the public will undergo an annual inspection by ADOT officials. The Transit Manager will arrange to have the vehicle inspected. The Mechanic will assist the Transit Manager in assuring the vehicle's readiness for inspection.

Give every employee a copy of the Maintenance and Repair logs, and review its content.

Maintenance and Repair Record keeping

It is the policy of this agency that all maintenance and repair activities be recorded in the vehicle file and include

- Parts inventory
- Parts costs and receipts
- Labor time sheet
- Mechanic performing maintenance or repair
- Date of activity and note of any previous, related maintenance or repair activity
- Warranties on any parts or labor
- A signature certifying that work has been completed and reported in compliance with FTA, ADOT, and agency policy.

Resource: [FTA TAM Resources](#) (Even if you are not required to develop a TAM, this resource is useful in developing a maintenance plan.)