

# How to Avoid the Most Common Vehicle Maintenance Review Findings and TIPs for Success

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# Vehicle Maintenance Review

## Common Findings

*(from highest to lowest)*

Vehicle Maintenance Review Sections	Example of Deficiency	Corrective Action
<p>Section 6: Preventive Maintenance Entries Properly Documented/Performed</p>	<ul style="list-style-type: none"> <li>▪ PM not completed per maintenance plan</li> <li>▪ Vehicle tire rotations ??need a verb???</li> <li>▪ Documentation doesn't show completion of major PM</li> </ul>	<p>XXXX Area Transit System must develop and submit to NCDOT/PTD a written plan to track individual vehicle maintenance requirements to ensure on-time completion of vehicle PM</p>
<p>Section 2: Maintenance Plan Meets Minimum Standards of Manufacturer</p>	<ul style="list-style-type: none"> <li>▪ Maintenance not accomplished to meet minimum maintenance recommended by vehicle manufacturer</li> <li>▪ PMs scheduled every 5K miles</li> <li>▪ PM schedule doesn't address calendar day requirements</li> <li>▪ Major PMs scheduled every 35K miles</li> </ul>	<p>XXXX Area Transit System must submit to NCDOT/PTD a maintenance plan that meets the vehicle manufacturer's recommendation</p> <ul style="list-style-type: none"> <li>▪ Modify plan to address older fleet 3K mile PM and calendar day requirements</li> <li>▪ Review vehicle maintenance manuals and develop major PM schedule to encompass older and newer fleet</li> </ul>

# TIPs for Success

- Section 6: Preventive Maintenance Entries Properly Documented/Performed
  - Written plan to track individual vehicle maintenance requirements to ensure on-time completion of vehicle PM
  - Document completion PM
  
- Section 2: Maintenance Plan Meets Minimum Standards of Manufacturer
  - Accomplished to meet minimum maintenance recommended by vehicle manufacturer
  - PM schedule address calendar day requirements

# Vehicle Maintenance Review

## Common Findings

*(from highest to lowest)*

Vehicle Maintenance Review Sections	Example of Deficiency	Corrective Action
<p>Section 9: Timely Repair of Pre/Post-Trip Inspection Deficiencies</p>	<ul style="list-style-type: none"> <li>▪ Corrective actions of documented deficiencies not reviewed by management</li> <li>➤ VIN XXX (10/13/08): Lift broken, must hand pump to operate – was not repaired as of 12/29/08 – taken out of service for repair by NCDOT/PTD</li> <li>▪ VIN XXX: Engine light on – documented six times (08/13/08 – 10/06/08)</li> <li>▪ VIN XXX: Headlight broken – documented from 07/10/08 – 10/22/08, Repaired 11/13/08</li> <li>➤ VIN XXX (5/28/08): Involved in accident, rear bumper removed – no repair action/vehicle in revenue service</li> </ul> <p>➤ <i>important</i></p>	<p>XXXX Area Transit System must develop and submit to NCDOT/PTD written procedures implemented to ensure pre/post-trip documented discrepancies are reviewed by management and corrected in a timely manner.</p> <ul style="list-style-type: none"> <li>➤ VIN XXX: Lift broken – Do not operate until repaired: Notify NCDOT/PTD when completed</li> <li>➤ VIN XXX: Safety issue, vehicle bumper is removed – must be repaired/replaced before being used in revenue service</li> </ul> <p>➤ <i>important</i></p>

# TIPs for Success

- Section 9: Timely Repair of Pre/Post-Trip Inspection Deficiencies
  - Develop written procedures and implement to ensure pre/post-trip documented discrepancies are reviewed by management and corrected in a timely manner.
  - Lift broken – Do not operate until repaired except in case of emergency

# Vehicle Maintenance Review

## Common Findings

*(from highest to lowest)*

Vehicle Maintenance Review Sections	Example of Deficiency	Corrective Action
Section 7: Driver Pre/Post Trip Inspection	<ul style="list-style-type: none"> <li>▪ Inspection sheets not completely filled out               <ul style="list-style-type: none"> <li>- Vehicle XX (Jan 27, 09)</li> <li>- Vehicle XX (Jan 5/16, 09)</li> </ul> </li> </ul>	XXXX Area Transit System must develop and submit to NCDOT/PTD written procedures implemented to ensure pre/post-trip inspections are performed, documented and the inspection sheets are reviewed by management
Section 3: Maintenance Plan Consistent with Maintenance Policy	<ul style="list-style-type: none"> <li>▪ No written maintenance policy or current maintenance plan available to determine compliance</li> </ul>	XXXX Area Transit System must develop and submit to NCDOT/PTD a maintenance policy and plan to address the PM scheduling process that meets the vehicle manufacturer's standards
Section 1: Written Statement of Policy Governing Maintenance	<ul style="list-style-type: none"> <li>▪ Written maintenance policy has not been developed</li> </ul>	XXXX Area Transit System must develop and submit to NCDOT/PTD a policy that addresses the system's established standards

# TIPs for Success

- Section 7: Driver Pre/Post Trip Inspection
  - Inspection sheets completely filled out
  - Procedures implemented to ensure pre/post-trip inspections are performed, documented and the inspection sheets are reviewed by management
- Section 3: Maintenance Plan Consistent with Maintenance Policy
  - Maintenance policy and plan to address the PM scheduling process that meets the vehicle manufacturer's standards
- Section 1: Written Statement of Policy Governing Maintenance
  - A policy that addresses the system's established standards

# Vehicle Maintenance Review

## Common Findings

*(from highest to lowest)*

Vehicle Maintenance Review Sections	Example of Deficiency	Corrective Action
Section 8: Wheelchair Lift/Securement Devices Checked Daily	<ul style="list-style-type: none"> <li>No documentation to verify accountability of lift securement devices</li> </ul>	XXXX Area Transit System must develop and submit to NCDOT/PTD written procedures implemented to ensure the wheelchair lift/securement devices are checked daily
Section 12: Inventory/Inspection of Emergency Equipment	<ul style="list-style-type: none"> <li>No blood-borne pathogen kits in Vehicles XX &amp; XX</li> </ul>	XXXX Area Transit System must develop and submit to NCDOT/PTD policy and procedures to ensure all required emergency equipment is available on all vehicles
Section 10: Timely Completion of Preventative Maintenance Logs	<ul style="list-style-type: none"> <li>Cannot verify compliance, completed maintenance documentation</li> </ul>	XXXX Area Transit System must develop and submit to NCDOT/PTD policy and procedures for collecting and maintaining accurate vehicle maintenance information

# TIPs for Success

- Section 8: Wheelchair Lift/Securement Devices Checked Daily
  - Develop written procedures implemented to ensure the wheelchair lift/securement devices are checked daily
- Section 12: Inventory/Inspection of Emergency Equipment
  - Develop policy and procedures to ensure all required emergency equipment is available on all vehicles
- Section 10: Timely Completion of Preventative Maintenance Logs
  - Develop policy and procedures for collecting and maintaining accurate vehicle maintenance information

# Vehicle Maintenance Review

## Common Findings

*(from highest to lowest)*

Vehicle Maintenance Review Sections	Example of Deficiency	Corrective Action
Section 11: Exterior/Interior Inspection of Vehicles	<ul style="list-style-type: none"> <li>▪ Vehicle XX exterior damage</li> <li>▪ Left front turn signal cover cracked</li> <li>▪ Left front fender has small dent</li> <li>▪ Left and right rear wheel covers cracked</li> <li>▪ Left and right rear parking light covers/bulbs missing</li> </ul>	XXXX Area Transit System must develop and submit to NCDOT/PTD written procedures implemented to ensure the vehicles are maintained in good physical condition
Section 4: Work Required by Manufacturer's Warranty	<ul style="list-style-type: none"> <li>▪ VIN XXX (2007/Ford): Front-end ball joints were replaced by local Ford dealership; however, manufacturer's warranty was not honored</li> </ul>	XXXX Area Transit System must devise and submit to NCDOT/PTD a plan to address vehicle warranty issues to ensure manufacturers honor the warranted maintenance
Section 5: Warranty Claims		

# TIPs for Success

- Section 11: Exterior/Interior Inspection of Vehicles
  - Develop written procedures implemented to ensure the vehicles are maintained in good physical condition
- Section 4: Work Required by Manufacturer's Warranty
  - Plan to address vehicle warranty issues to ensure manufacturers honor the warranted maintenance

# Justice Department Fines Dallas Bus Company \$55,000 for Violating the ADA

- Tornado Bus Company Inc., of Dallas, was fined \$55K for violating passenger carrier accessibility requirements under the Americans with Disabilities Act (ADA). The company was fined for not being ADA compliant due of the lack of ADA accessible buses; only 1, not having 1/2 their fleet ADA accessible and not having their folks trained. The investigation also found the company had purchased new non-accessible buses, failed to train employees on interacting with disabled passengers and failed to establish a wheelchair lift maintenance program, if they are not compliant by Feb 2011 their operating license will be revoked.

# Questions