**2019 Triennial Maintenance Review**

**Workbook for 5311 Agencies**

*Revised 10/21/2019*

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**1.** **Entrance Interview**

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| **Agency Being Reviewed:** |
| **Agency Address:** |
| **Date(s) of Review:** |
| **Reviewer(s):** |

**The following grantee/sub recipient received a Triennial Maintenance Review and was interviewed regarding their preventative maintenance program policies and practices:**

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| --- | --- | --- |
| **Agency Staff** | **Title/Position** | **Date of Interview** |
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1a. Were the appropriate maintenance staff present for the review?

# **2. Review Materials Examined**

The following maintenance documents were reviewed as part of the Triennial Maintenance Review.

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| --- | --- | --- | --- | --- |
|  | **Does the Agency have it?** | | **Was a copy provided during the desk review?** | |
| **Document** | ***Yes*** | ***No*** | ***Yes*** | ***No*** |
| *Maintenance Plan* |  |  |  |  |
| *Fleet Roster* |  |  |  |  |
| *Completed PM Inspection Forms* |  |  |  |  |
| *Completed Pre-trip/post-trip Inspection Forms* |  |  |  |  |
| *Most Current Maintenance Review* |  |  |  |  |
| *Outsource Service Agreement (if applicable)* |  |  |  |  |
| *Facility and Equipment Maintenance Plan* |  |  |  |  |

2a. Were desk review materials provided by the agency in a timely manner for the pre-audit?

# **3. Vehicle Inventory**

|  |  |
| --- | --- |
| Number of Vehicles Operated in Agency Fleet: |  |
| Number of CDL-Required Vehicles (16+ passenger vehicles) |  |
| Number of Vehicles Wheelchair Accessible |  |
| Number of Vehicles With More Than 3 Wheelchair Positions |  |
| If So, How Many Wheelchair Positions |  |
| # of Type I Vehicles: |  |
| # of Type II Vehicles: |  |

How many locations do the vehicles operate out of? Please identify the locations from which vehicles operate in the table below:

|  |  |
| --- | --- |
| Primary Location |  |
| Location 2 (if applicable) |  |
| Location 3 (if applicable) |  |
| Location 4 (if applicable) |  |

3a. Does the agency have a spare ratio? If so, what is it?

**4. Maintenance Plan**

The agency’s maintenance plan was assessed according to FDOT minimum standards.

|  |  |  |
| --- | --- | --- |
| **Maintenance Plan Element** | | **Page Number Where Element Is Found** |
| Does the agency maintain a vehicle fleet roster that meets FDOT requirements? |  |  |
| Does the maintenance plan describe pre-trip and post-trip inspection policies and practices as required by FDOT? |  |  |
| Does the maintenance plan describe preventative maintenance inspection policies and practices as required by FDOT? |  |  |
| Does the maintenance plan describe wheelchair lift and/or ramp inspection procedures as required by FDOT? |  |  |
| If the agency has an in-house maintenance shop, does the agency describe shop policies and maintenance staff duties and responsibilities as required by FDOT? |  |  |
| Does the maintenance plan describe vehicle history file policies? |  |  |
| Does the maintenance plan describe information management procedures and practices? |  |  |
| Does the maintenance plan describe warranty procedures? |  |  |
| Does the maintenance plan describe accident reporting policies and procedures as required by FDOT? |  |  |
| Does the maintenance plan describe road call procedures and practices |  |  |
| Does the maintenance plan describe cleaning procedures? |  |  |
| Does the maintenance plan provide an adequate description of the agency’s unique and specific maintenance procedures/practices throughout the report? (If the agency used a template, did they provide adequate descriptions of their unique practices?) Please explain. |  | |

**Reviewer Analysis of Maintenance Plan:**

**5. Vehicle Safety Inspection Defects**

The following vehicles were visually inspected. Defects identified during the inspection are noted below along with details related to their repair (if known).

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| **Unit #** | **Defect** | **Notes** |
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5a. Were any vehicles recommended for removal from service as a result of this inspection? If so, please list the vehicles.

5b. If critical safety items were found during this inspection, were they documented on the Safety Items Identified form and provided to the District Office reps during the exit review?

# **6. Fleet Maintenance**

**Preventative Maintenance Inspection On-Time Assessment**

|  |  |
| --- | --- |
| Number of vehicle files reviewed |  |
| Time period of vehicle file review |  |
| Number of PM inspection intervals reviewed |  |
| Number of PM inspection intervals conducted “on time” according to FTA requirements |  |
| Percentage of “on-time” PM inspections (divide # of on-time intervals by total # of PM intervals reviewed) |  |

***Agency Preventative Maintenance Inspection Procedures and Practices***

6a.Are maintenance activities conducted in-house or outsourced? What type of work is outsourced?

6b. How are upcoming preventative maintenance inspections tracked and monitored?

6c. What is the target interval used to schedule and conduct PM inspections?

6d. What is the interval sequence or cycle? Is it a progressive sequence system or a single level system?

6e.Does the target interval/sequence used to conduct PM inspections exceed FDOT minimum standards (6,000 miles)? If so, what is the agency’s justification*?* And is this justification described in the agency’s maintenance plan?

6f.What is the target interval used to conduct oil changes? Does this interval exceed OEM requirements for severe duty?

6g. If the oil change target interval exceeds minimum standards (6,000 miles) and/or OEM, does the agency document an oil analysis program?

6h.Are target intervals established by the agency for long-term OEM maintenance activities, such as transmission fluid changes and services, differential fluid changes and services, and engine tune ups? How are these activities tracked by the agency?

6i.What methods does the agency use to routinely track and monitor maintenance activities and trends? How often are these activities conducted?

6j.Are in-service failures (road calls) documented and tracked by the maintenance manager?

6k.Are unscheduled maintenance activities analyzed to determine the root cause of any mechanical failures? If so, how?

**Reviewer Analysis of PM Inspection Program:**

**File Review Analysis**

6l. Does the agency conduct PM inspections using the target interval and/or sequence described in their maintenance plan?

6m. Were long term OEM maintenance intervals (transmission, engine, differential, etc.) listed in the agency’s maintenance plan/policies **or** was evidence found in the vehicle history file review indicating this type of work is being monitored and performed?

6n.Does the PM inspection program examine the minimum vehicle components required by FDOT to be inspected?

6o. Do all PM inspection forms include the minimum information required (date, mileage, list of vehicle components being inspected, and the entity conducting the inspection)?

6p.Are the preventative maintenance inspection forms thoroughly completed by technicians? If not, please provide comments.

6q.When defects are identified during preventative maintenance inspections, are they repaired in a timely manner?

6r.Are wheelchair lifts and/or ramps being properly maintained?

6s.Are other vehicle accessories (such as farebox systems, destination signs, etc.) on routine preventative maintenance programs, if applicable?

6t.Does the agency show a trend of conducting unscheduled repairs shortly after PM inspections are performed?

6u.Does the agency show a trend of conducting repeat repairs?

6v.Was an abundance of road call instances observed?

6w.Does the agency appear to be pursuing warranty repairs when applicable?

**Reviewer Analysis of Maintenance Program Files and Trends Identified:**

# **7. Pre/Post Trip Inspections**

***Agency Pre-trip/post-trip Inspection Procedures and Practices***

7a.Are both pre-trip inspections and post-trip inspections being conducted?

7b.Were drivers observed conducting pre-trip inspections during the on-site review?

7c.If so, did these inspections appear to be thoroughly conducted by the drivers?

7d.What is the agency’s process for reporting defects identified during pre-trip/post-trip inspections to maintenance staff for repair?

7e.Did the agency provide pre-trip/post-trip inspections for the required minimum 14-day period?

7f.Were the pre-trip/post-trip forms thoroughly completed by drivers? If not, please provide details.

7g.Were defects identified in the sample of pre-trip/post-trip inspection forms reviewed?

7h.If defects were identified in the sample reviewed, were the repairs documented according to FDOT minimum standards?

**Based on Review of Pre-trip/Post-trip Inspection Sample,**

7i.Do the pre-trip/post-trip inspections examine the minimum vehicle components? If not, which components are missing?

7j. Does the agency have an effective process for communicating and handling safety-related defects identified during pre-trip/post-trip inspections?

7k.Based on a comparison of defects identified during the on-site inspection and the defects identified by drivers on pre/post-trip inspections of the same vehicles, does the agency appear to be effective at conducting comprehensive pre-trip/post-trip inspections? If not, please explain.

7l.If defects were identified in the sample reviewed, were they repaired in a timely manner?

**Reviewer Analysis of Pre-trip/post-trip Inspections:**

# **8. Maintenance Shop and Facilities**

***Agency’s Maintenance Shop Procedures and Practices***

8a. Maintenance shop hours of operation:

8b.How many full-time and part-time maintenance technicians are employed?

8c. Do maintenance technicians receive ongoing training? If yes, what type of training?

8d.Did the agency provide a Facility and Equipment Maintenance Plan?

8e.If so, does the agency maintain corresponding inspection forms for conducting facility and equipment maintenance as described in their plan?

8f.Has the agency updated their material safety program to comply with the new global harmonization system?

8g.Does the agency maintain Material Data Sheets according to Florida’s Right to Know Law?

8h.Are the Material Data Sheets maintained in a location accessible to all maintenance staff as required by FDOT?

8i. During a random sampling of five chemicals currently found in the maintenance shop, did each of the chemicals have corresponding material data sheets in the agency’s MDS book? If not, please explain.

8j.Does the agency have a process for storing and disposing waste materials?

**Based on Maintenance Shop observations,**

8k. Is the maintenance shop equipped with safety and emergency equipment for technicians, such as eyewash stations, fire extinguishers, etc.? If not, please explain.

8l. Does the maintenance shop have the tools and equipment necessary for maintaining the vehicle fleet?

8m. During a walkthrough of the maintenance shop, did the shop equipment appear to be in good condition and properly maintained by the agency?

8n. During a walkthrough of the maintenance shop, were technician work areas found to be free from clutter and tripping hazards? If not, please explain.

8o. During a walkthrough of the maintenance shop, were the floors found to be free of spills and debris? If not, please explain.

8p. Does the agency appear to have adequate technician staffing for maintaining the fleet size?

8q. Please provide any shop training recommendations to be provided to the agency, if applicable.

**Reviewer Analysis of Maintenance Shop:**

**9. Vehicle History Files**

9a. Does the agency maintain manual or electronic vehicle history files?

9b. Were vehicle history files found to be organized and easily accessed by the agency?

9c. Does the agency maintain all of the necessary vehicle history file information according to FDOT minimum standards? (Are all maintenance activities documented in the files?)

**Reviewer Analysis of Maintenance Record Keeping:**

**10. EXIT INTERVIEW**

The following agency staff participated in the exit interview and can be contacted for additional information:

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| --- | --- | --- |
| **Agency Staff** | **Title/Position** | **Contact email/phone** |
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**NOTES:**

What’s the mean distance between road failures?