**3.3: Vehicle PIOOS (Provider-Initiated-Out-of-Service) logs and Maintenance Policy**

**Purpose:** To establish policies and procedures for vehicle PIOOS log and to provide guidelines for vehicle maintenance.

**Policy:** The company to maintain vehicles and equipment in order to provide safe, comfortable, and reliable transportation to our passengers, effective and efficient service to the community. Provider-Initiated-Out-of-Service" or "PIOOS" means the temporary removal from service of a vehicle by the company. This includes vehicles in transit for repairs, when being utilized for official administrative duties or when being utilized in a parade or similar ceremony. Vehicles removed from service in this manner shall be identified by the placement of a placard by the administrator in designee in one of the vehicle's windows indicating that the vehicle is “PIOOS”. Any PIOOS (Provider-Initiated-Out-of-Service) for a period greater than 30 calendar days shall be reported by the administrator or designee to the state regulatory agency.

*Vehicle Maintenance*

*1. It is the policy of the company to maintain vehicles to promote the safety and comfort of passengers, operators, and protect the public.*

* Conduct regular pre-trip inspections in order to identify vehicle and equipment problems and assure vehicles are in good operating condition.
* Conduct basic Preventive Maintenance service routines in a timely manner to identify vehicle problems and keep vehicle systems in good repair.
* Conduct vehicle repairs in a timely manner and in accordance with industry best practices.
* Maintain a clean appearance for vehicles through regular interior and exterior cleaning.

*2. Manage Preventive Maintenance and repair activities to promote the reliability of the service by minimizing service interruptions due to vehicle or equipment failure.*

* Regularly inspect vehicles in order to identify and correct problems in to prevent service interruptions.
* Schedule repairs promptly in order to minimize service interruptions.
* Utilize subcontractors as needed to perform specialized services.
* Analyze repair, road call and tow data to identify trouble-prone components or systems for pro-active attention.

*3. Maintain vehicles and equipment to promote cost-efficiency of operations.*

* Maintain and repair vehicles to ensure their operation at peak efficiency, including fuel efficiency, emissions systems, etc.
* Analyze vehicle fuel usage and repair data; identify vehicles which may need remedial work or may need to put in PIOOS.
* Maintain vehicles and related equipment to fulfill manufacturer’s warranty requirements and pursue warranty repairs where applicable; research and follow up on any applicable recalls or service bulletins.
* Maintain vehicles to maximize the useful vehicle life, including the life of key components such as tires, brakes, batteries, etc.
* Manage the maintenance program to be cost effective in terms of staff time, service vendors and parts and supplies costs.

*4. Conduct vehicle operations, repairs, and cleaning in compliance with applicable local, state and federation regulations.*

* Ensure maintenance procedures comply with applicable OSHA laws and regulations protecting the health and welfare of workers.
* Handle and dispose of fuels, lubricants, solvents, tires and related materials in a safe and environmentally responsible manner.
* Maintain vehicles to comply with relevant emission standards and other applicable regulations.
* Conduct vehicle cleaning to comply with applicable wastewater and other relevant regulations.
* Conduct maintenance and repairs in compliance with environmental standards and other relevant regulations.

**Program Elements:**

***Pre-trip inspections.*** Each vehicle will be inspected at the start of each shift by a driver trained in the procedure. A walk-around will be performed with a vehicle pre-trip checklist and any irregularities reported to the Mechanic before the vehicle leaves the lot. Please see Attachments for Pre-Trip Inspection checklist.

***Basic Service Routines.*** Per the recommendations of the chassis, bus body, and wheelchair lift manufacturers, and the additional recommendations of the Mechanic, a thorough preventive maintenance schedule will be established and followed for each vehicle. At or before the recommended mileage intervals, the company mechanic will perform all the elements of maintenance due at that mileage.

***Vehicle Cleaning*.** Interior cleaning and sweeping of each in-service vehicle will be performed at the end of each shift by crewmembers. Vehicle exteriors will be washed on a weekly basis or more frequently, as needed.

***Vehicle Repairs*.** The need for a vehicle repair may be discovered during a pre-trip inspection, preventive maintenance inspection, or breakdown. The Mechanic will determine warranty coverage for the system requiring attention, and if appropriate, pursue warranty repairs with the vendor, bus or chassis manufacturer, or authorized warranty outlet. The Mechanic will determine whether the repair can be accomplished by the Mechanic, or because of the need for special diagnostic expertise or equipment, will be assigned to a subcontractor.

***Documentation and Analysis***. Vehicle condition will be regularly documented through pre-trip inspections and problems discovered on the road will be documented on a Vehicle Condition Report by the driver. In addition, all vehicle maintenance and repair activity and costs will be documented. Vehicle data will be organized for summary and analysis.