

Information Update – Maintenance Service Trucks

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Director of Facilities and Preventative Maintenance Paul Williams
Date: April 8, 2021

MAINTENANCE SERVICE TRUCKS

BACKGROUND:

Implementation of the Mobile Service Trucks was designed to reduce service interruption for all on-street passenger route transportation. The Mobile Service Trucks have the ability to meet buses in route to make minor repairs and keep service moving. The trucks can tow or push coaches that are stuck during inclement weather and change flat tires. With the Mobile Service Trucks' implementation in February, we have seen an increase in Means Distance Between Failure (MDBF) road incidents and reduced towing vehicles' cost. The Maintenance Team's goal is to provide IPTC and the community with a safer, more reliable fleet.

DISCUSSION:

The IndyGo mobile service trucks are 2020 Ford F450 certified clean idle diesel engines. Trucks have utility liftgate storage beds with push and tow bumpers. Beds have been equipped with air compressors, lifting jacks, fluids and stocked with commonly needed road call parts. Mobile units have laptops installed for diagnostics and handheld radios for communication with dispatch. Trucks are capable of topping off low fluids and jump-starting dead busses in route and layovers.



Samples of Real-life Utilization:

- 2-14-21** Coach 1811 w/o # 8732 - Met coach at Ameriplex & Kentucky to replace the wiper blade; coach continued in route.
- 2-17-21** Coach 1904 w/o # 8306 - Coach stuck in the snow at Northside charging station; used service truck to pull coach out; the coach continued in route.
- 2-18-21** Coach 2085 w/o # 8608 - Met coach at Transit Center for low coolant light, topped off the coolant, no loss time.
- 2-22-21** Coach 1909 w/o # 3680 – Met coach at Transit Center replaced the right headlight, no loss of service time.
- 3-03-21** Coach 1980 w/o # 8247 - Met coach at Transit Center repair driver barrier latch, no loss time
- 3-16-21** Coach 1999 w/o # 8347 - Met coach at Northside charging station replaced the SD card, no loss of service.
- 3-27-21** Coach 2090 w/o 8347 - Met coach at Traders Point, repaired seat belt, no loss time.
- 3-29-21** Coach 1995 w/o # 9456 - Met coach at Transit Center secured the right front bumper corner, no loss of service time.

*w/o refers to work orders

Service Truck Activity: March

Supervisors dispatched the service truck 190 times for on-road breakdown or service. As a result, only 20 of these coaches required a tow back to the garage.

Comparison:

	MARCH 2020 *	MARCH 2021
DISPATCH REPAIR CALLS	171	190
COACHES TOWED	38	20
MDBF	4709	11075

*COVID impacted 2020 numbers because of the actual mileage and reduced service

RECOMMENDATION:

Receive the report.

Paul Williams
Senior Director of Facilities and Preventative Maintenance