LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY
TRANSIT OPERATIONS DEPARTMENT

MAINTENANCE DIRECTIVE

To:	**Distribution**	**C00-001**
Subject:	**Road Call Procedures**	**Revision 0**

PURPOSE:

Provide clear direction for Maintenance Management and Support Units in receiving, responding to, reporting consistently, updating, and analyzing ***Road Call*** data.

DIRECTIVE SUMMARY:

Maintenance management and support unit employees are directed to ensure that Road Call data in the various computer systems is accurately documented in accordance with FTA reporting guidelines and is available for management's use and analytical purposes. No person shall alter any Road Call information without the written approval of management or as otherwise described in the *Road Call Processing or Handling Procedures.*

BACKGROUND:

Road Call data is used for equipment analysis, performance reporting, and for comparison with other national transit operators. The road call data is also formatted and sent to the FTA for inclusion in the National Transit Database.

Management has in the past provided the MTA Board with Road Call data intended for detailed analysis, and this data was subsequently used to make agency and/or operational comparisons. This practice is grossly misleading since there is no "Transit Industry Standard" with which Road Calls are classified or coded. The only road call reporting that provides some level of consistency is the FTA Section 15 reporting requirements. With the issuance of this directive, it is our intent to be uniform with the FTA Section 15 reporting requirements. With this in mind, maintenance management has thoroughly reviewed and documented the MTA Road Call process and is implementing several procedures regarding the future use and reporting of all Road Call data. Detailed road call procedures are attached to this directive.

GENERATING ROAD CALLS:

All requests for assistance (Road Calls) are processed by the BOCC using data generated from the TRS and the GE radio systems. The data is then entered manually into the Vehicle Maintenance System (VMS) by the controllers and the home division of the bus, when

applicable, receives notification. If it is determined that another Division is closer than the home division, then the controller may send the road call to that location to reduce service delay time.

From this data, the BOCC assigns the assistance (road call) to a Field Equipment Technician, an Operating division mechanic, a Transit Operation Supervisor or walks the reporting operator through a process for resolution.

When the problem is resolved, the home division completes the road call report and enters the required data into the VMS computer system. This final step is referred to as Road Call Coding. It is after this process that various screening and reports generation takes place.

ROAD CALL REPORTING

Road Call data is currently collected and processed for reporting purposes. This process, with annual modifications, has been in place since the early 1980's. The Road Call reporting system, as originally designed, has become cumbersome, inadequate, and antiquated due to improper application of new computerized systems. Transit Operations currently produces seven separate road call reports, as described below:

Total Road Calls (weekly) - This report is a tabulation of all road calls handled by Field Technicians, Division Mechanics and /or field Transit Operations Supervisors. It includes all trouble reports received by the Bus Operation Control Center (BOCC). From a maintenance standpoint, this data is useful for operational trend analysis. However, it is not a reliable indicator of the mechanical condition of the fleet as the data includes incidents that are non-mechanically related.

Total Miles Between Road Calls (weekly and monthly) - This data is screened for duplicate entries (those individual calls which were handled by 2 or 3 controllers), accidents and other pre-established criteria.

Annual FTA Section 15 Report - This data is screened for duplicate entries (those individual calls which were handled by 2 or 3 controllers), accident and other pre-established criteria developed by the FTA. After screening, the data is divided into two categories of MAJOR and MINOR system mechanical defects. In addition, total annual mileage and total annual labor hours spent on bus inspections and mechanical repairs are sent to the FTA.

Mean Miles between Chargeable Road Calls (monthly) - This data is screened for duplicate entries, accidents, pre-established criteria and excludes trouble codes 75- 91. Included in this data are those mechanical calls that created a service delay of greater than 10 minutes.

Mechanical Road Call Report - Monthly Board Report- Professional Pride Report - To develop these three reports the data is screened for duplicate entries, accidents, and pre-established criteria that includes VMS defect codes 01-74 which resulted in a service delay. (Attachment 4).

REVISED REPORTING PROCESS:

There is no clear, universally "Transit Accepted" road call definition or measurement standard. However, the closest existing method to a standard reporting process is the FTA section 15 data reporting requirements. For local and nation wide agency comparisons, FTA Section 15 data process appears to provide some level of consistency, as the process requires all properties to report data in accordance with specific guidelines. Road call reporting in accordance with these guidelines will provide more consistent data than the current MTA road call system where road call coding varies from division to division.

Transit Operations and Maintenance Management is to follow the revised Road Call handling, coding, reporting procedures, and structure so as to follow the FTA guidelines and methodology. This process will allow the MTA to be consistent in their reporting of road call/fleet performance to the Board of Directors and the FTA.

Bus Maintenance will still use the Road Call data to perform internal statistical analysis for the division and their fleets.

Prepared by: Road Call Workout Team
Maintenance Department, Transit Operations
First Issue: 5/10/00

Richard Hunt
Deputy Executive Officer, Transit Operations

TRANSIT OPERATIONS
ROAD CALL
PROCEDURES

TRANSIT OPERATIONS DEPARTMENT
ROAD CALL PROCEDURES

PURPOSE

Provide procedures for Transit Operations personnel that respond to and report Revenue and Non-Revenue vehicle road calls.

POLICY SUMMARY

All road calls shall be handled in a timely and professional manner which is intended to satisfy the public's expectations, not impact the bus service demands and ensure proper documentation and summary reporting of all road calls.

SECTION REFERENCE

1. Operating division vehicle assignment procedures

2. Operator road call procedures

3. Operations control center road call procedures

4. Field technician road call procedures

5. Field Transit operations supervisor road call procedures

6. Maintenance Unit road call coding procedures

7. Operations General road call management reporting procedures

8. Detailed Road Call Procedure manual

Revised 05/10/00

ROAD CALL PROCEDURES - SECTION 1
OPERATING DIVISION VEHICLE ASSIGNMENT PROCEDURE

PURPOSE

Provide procedures for Transit Operations divisions to ensure the proper Revenue and Non-Revenue vehicle assignments are completed and entered into the computer systems.

PROCEDURES

1. All vehicles must be accounted for and entered into the division VMS SYSTEM vehicle master listings on a daily basis.

2. Any vehicles that are sold or scrapped must be deleted from the division vehicle master listings.

3. All vehicles that are assigned to runs/lines for revenue service must be entered into the division's TRS computer system, prior to the start of the A.M. and P.M. roll outs on a daily (Sunday through Saturday) basis.

4. All assignments that are impacted by vehicle changes must be updated and entered into the division's TRS computer system at the time of notification of such change.

5. All vehicles that are not assigned for revenue or non-revenue service must be placed in the proper status category.

RESPONSIBLE PARTIES

TRANSPORTATION AND MAINTENANCE MANAGERS

TOS'S AND EMS'S

ERS'S AND DIVISION DISPATCHERS

BUS OPERATION CONTROL CENTER (B.O.C.C.)

REVISED 05/10/00

ROAD CALL PROCEDURES - SECTION 2
OPERATORS

PURPOSE

Provide procedures for Transit Operations Operators to ensure that Revenue and Non-Revenue vehicle road calls are properly reported.

PROCEDURES

1. All Operators are required to perform Pre Trip Inspections as required by Title 13, of the California Administrative Code, on all vehicles they are assigned to operate.

2. All vehicles assigned to operators must be accounted for (documented) on paddles. Vehicles include, Buses, Company Equipment Assigned (CEA) and other Non Revenue equipment.

3. Any vehicles assigned to Operators that become defective while in service must be immediately reported to the Bus Operations Control Center (BOCC), for Field Maintenance / Supervision response.

4. Operators must document all vehicle defects that resulted in the road call on the Vehicle Defect forms (Maint-9 for Revenue Vehicles and Maint-159 for CEA and/or Non Revenue vehicles).

5. Operators must report all vehicle assignments that are impacted by vehicle changes to their division management at the end of their assignment.

RESPONSIBLE PARTIES

TRANSPORTATION AND MAINTENANCE MANAGERS

B.O.C.C.

TOS'S AND EMS'S

BUS OPERATORS

REVISED 05/10/00

ROAD CALL PROCEDURES - SECTION 3
BUS OPERATIONS CONTROL CENTER

PURPOSE

Provide procedures for Bus Operations Control Center to ensure that Revenue and Non-Revenue vehicle road calls are properly responded to and reported in the Maintenance and Operations computer systems.

PROCEDURES

1. All Bus Operations Control Center Supervisors are required to obtain (via radio or telephone) reports of road calls on all vehicles that are assigned to operate in Revenue and Non-Revenue service.

2. All Bus Operations Control Center Supervisors must enter the road call data into the Maintenance and Operations computer systems as per the Operations Control Center *Standard Operating Procedure (SOP) Master Book*.

3. All Bus Operations Control Center Supervisors must take action and make decisions regarding any vehicles assigned to Operators that become defective while in service and immediately deploy Field Maintenance, Divisional, and/or Supervision to the road call location.

4. All Bus Operations Control Center Supervisors, with input received from field personnel, shall make decisions regarding keeping vehicles in service with minor defects, in order to minimize the impact of our service requirements.

5. The Bus Operations Control Center management group shall ensure that all road calls received by the BOCC Supervisors are processed and completed / closed.

RESPONSIBLE PARTIES

TRANSPORTATION

CONTROL CENTER MANAGER AND TOS'S

TRANSPORTATION AND MAINTENANCE MANAGERS

BUS OPERATION CONTROL CENTER (B.O.C.C.)

REVISED 05/10/00

ROAD CALL PROCEDURES - SECTION 4
FIELD EQUIPMENT TECHNICIAN

PURPOSE
Provide procedures for Field Equipment Technicians (FET) to ensure that Revenue and Non-Revenue Vehicle Road Calls are responded to, completed and entered into the computer systems.

PROCEDURES

1. Field Equipment Technicians must follow their *Road Call Operating Procedures* as directed by their unit manager and/or supervisor.

2. Field Equipment Technicians must respond to road calls in a safe and efficient manner and respond to guidance from the Operations Control Supervisors and/or field supervisors at all times.

3. All road calls handled by the Field Equipment Technicians must be documented on the *Report of Road Failure* (Form Maint-4-FET).

4. Field Equipment Technicians must submit all Report of Road Failures to their unit manager daily, and give a copy of the Road Call report to the Bus Operator to attach to the defect card.

5. The Equipment Records Specialist shall ensure that all assignments that are impacted by vehicle changes are updated and entered into the division computer system at the time of notification of such change.

6. Field Equipment Technicians must complete a *Report of Low Fluids Memo* on those vehicles that are found to be low on fluids at the time of road call response. These memos must be submitted daily to the FET unit manager for distribution to the respective Division Manager.

7. Field Equipment Technicians must complete a *Warranty Parts Control Tag*, (Form Maint-69), any time a road call involves a new vehicle.

8. The FET Manager/Supervisor shall forward Maint. 4-FET's to the respective Division Manager for divisional analysis.

RESPONSIBLE PARTIES

FLEET MANAGER AND/OR SUPERVISOR
FIELD EQUIPMENT TECHNICIANS (FET)
MAINTENANCE MANAGERS AND EQUIPMENT RECORDS SPECIALISTS (ERS)

REVISED 05/10/00

ROAD CALL PROCEDURES - SECTION 5
FIELD OPERATIONS SUPERVISORS

PURPOSE

Provide procedures for Field Transit Operations Supervisors to ensure that Revenue and Non-Revenue vehicle road calls are properly responded to, and reported to the responsible Maintenance and Operations personnel.

PROCEDURES

1. Field Transit Operations Supervisors and Road Supervisors are required to receive (via radio or telephone) and respond to reports of road calls on all vehicles that are assigned to operate in Revenue and Non-Revenue service.

2. Field Transit Operations Supervisors must enter the vehicle road call data into the Maintenance and/or Operations logs as per the Field Operations *Standard Operating Procedure (SOP) Master Book*.

3. Field Transit Operations Supervisors must take action regarding any vehicles assigned to Operators that become defective while in service and immediately request deployment of Field Maintenance, Divisional, and/or additional supervision to the road call scene.

4. Field Transit Operations Supervisors, with input received from Bus Operations Control Center or Maintenance personnel, shall make decisions regarding keeping vehicles in service with minor defects that will not impact the service requirements.

5. Bus Operations Control Center Supervisors shall ensure that all road calls received by the Field Supervisors are communicated with Divisional Maintenance Management and processed accordingly.

RESPONSIBLE PARTIES

TRANSPORTATION

TRANSPORTATION AND MAINTENANCE MANAGERS

TOS'S (CONTROL CENTER AND FIELD), EMS'S and ERS'S

REVISED 05/10/00

ROAD CALL PROCEDURES - SECTION 6
MAINTENANCE DIVISION ROAD CALL CODING AND REPORTING PROCEDURES

PURPOSE

Provide procedures for the Operations Maintenance Divisions to ensure that proper Revenue and Non-Revenue vehicle road calls are responded to, completed, coded and re-entered into the computer systems.

PROCEDURES

VEHICLE ASSIGNMENTS

1. The Operations Maintenance Divisions must ensure that all vehicles are accounted for and entered into their vehicle master listing on a daily basis.

2. The Operations Maintenance Divisions must ensure that all vehicles that are sold or scrapped are deleted from their vehicle master listing.

3. The Operations Maintenance Divisions must ensure that all vehicles that are assigned to runs/lines for revenue service are entered into the TRS computer system prior to the start of the A.M. and P.M. roll outs on a daily basis (Monday through Sunday) and as soon as any bus is re-assigned as a replacement.

4. The Operations Maintenance Divisions must ensure that all assignments that are impacted by vehicle changes are updated and entered into the division computer system at the time of notification of such change.

5. The Operations Maintenance Divisions must ensure that all vehicles that are <u>not</u> assigned for revenue or non-revenue service, are placed in the proper status category.

ROAD CALL CODING AND PROCESSING

1. The Operations Maintenance Divisions shall receive the vehicle road calls handled by the FET's which are sent to each home division from Bus Operations Control Center and code the road calls using the criteria in the *Road Call Coding Procedures.*

2. The Division Maintenance Manager or Sr. EMS, in his absence, <u>shall</u> code all Road Calls which were handled by their division. Including foreign division road calls.

3. The Division Maintenance Manager or Sr. EMS shall ensure that the coded road calls completed by their division are consistent with the procedure manuals.

RESPONSIBLE PARTIES

MAINTENANCE SUPERINTENDENTS

MAINTENANCE MANAGERS

Sr. EMS'S & EMS'S

ERS'S

REVISED 05/10/00

ROAD CALL PROCEDURES - SECTION 7
OPERATIONS ROAD CALL SUMMARY REPORTING PROCEDURES

PURPOSE

Provide procedures for Transit Operations staff to ensure that Revenue and Non-Revenue vehicle road calls are properly formatted and reported in the Maintenance and Operations computer systems and to the Authorities executive staff, Board of directors and Regulatory/Funding agencies.

PROCEDURES

TRANSIT OPERATIONS STAFF

1. The Bus Operations Control Center is required to report all road calls on all vehicles that are assigned to operate in Revenue and Non-Revenue service.

2. The Bus Operations Control Center enters all road call data into the Vehicle Maintenance System (VMS) and the Operations Transit Radio System (TRS) computer.

3. The Bus Operations Control Center assigns the road call to Divisional, Field Maintenance and/or Supervision.

4. The Bus Operations Control Center in conjunction with field personnel, resolves the road calls and clears the road call status in the systems.

OPERATIONS SUPPORT STAFF [Generation of Reports (See attached LACMTA Road Call Report Process)]

1. The Operations Support Staff is required to take the ***total road calls*** received from the Operations Control Center and produce the *MONTHLY MTA REPORT OF TOTAL ROADCALLS*.

2. The Operations Support Staff is required to screen the road calls that are re-coded by the operating divisions. The screening includes the *VMS Reports* for duplicate road call entries and *Non-Bus Exchange Service Interruptions* thus eliminating these road calls from the total road calls reported by the Bus Operations Control Center.

3. The Operations Support Staff is required to take the *Total Screened Road Calls* and other VMS data and develop the *Monthly MTA Road Call Reports*. These reports will include:

- Total Service Interruptions For Mechanical Reasons (Major Systems)
- Total Service Interruptions For Other Reasons (Minor Systems)
- Total revenue System Service Interruptions (Major and Minor Systems)
- Total Labor Hours For Bus Inspection and Maintenance
- Total Bus Hub-odometer Miles

4. The Operations Support Staff is required to take the *Total Screened Road Calls* and other VMS data and develop the *Annual FTA Section 15 Reports*. These reports will include:

- Major Systems (Defects) Road Calls
- Minor System (Defects) Road Calls
- Total Revenue System Failure Road Calls
- Total Labor Hours For Bus Inspection and Maintenance
- Total Miles For Active Vehicles During The Annual Reporting Period

   NOTE: THE GENERATION OF THE MONTHLY MTA REPORTS AND THE ANNUAL FTA SECTION 15 REPORTS ARE TO BE CONSISTENT WITH FTA GUIDELINES.

RESPONSIBLE PARTIES

OPERATIONS DEPUTY EXECUTIVE OFFICERS

TRANSPORTATION AND MAINTENANCE SUPERINTENDENTS

BUS OPERATIONS CONTROL CENTER MANAGER

VEHICLE MAINTENANCE SUPPORT GROUP AND OPERATIONS ANALYSTS

FLEET MANAGER

REVISED 05/10/00

ROAD CALL PROCEDURES - SECTION 8
DETAILED ROAD CALL HANDLING, CODING, &, PROCESSING PROCEDURES

PROCEDURES

When a road call is reported by an operator, Road Supervisor, or other field personnel the following procedures must be followed:

The Operations Control Center Supervisor will first decide if the road call should be handled by a Field Equipment Technician, Field Transit Operations Supervisor or a division.

If the road call is to be handled by the division, the Control Center Supervisor shall forward the requested information to the nearest maintenance division via the VMS computer system.

The division personnel receiving the road call will prepare the following forms:
- Report of Road Failure(Maint.-4)
- Road Failure Card(Maint.-78)
- Defect Work Card (Maint.-9)

ROAD CALL HANDLING SUMMARY (SEE ATTACHMENT I FOR DETAILED REPORT PROCESS DIAGRAM)

The division Mechanic will proceed with this road call information to the location identified by the Control Center with a replacement bus.

The mechanic will job on to (2800) the road call assignment, assemble the necessary equipment and respond as promptly as possible so as not to impact bus service. It is the responsibility of the mechanic to document the required information on Maint-4/VMS Road Call Sheet and complete the Maint-78 R/C card noting what is defective with the vehicle in question.

The mechanic will insure that prompt exchange of vehicles and that passengers are transferred safely to the operational bus.

The bus operator will contact the operations Control Center and furnish the exchange bus number along with the time of exchange.

The Mechanic will make the necessary or temporary repairs to the bus, and return to the division with the defective bus. The mechanic will job off with the exact job number (28??) and return the Maint-4/VMS Road call Sheet to their respective division supervisor.

The division will post defect and process the completed road call card and the VMS road call print-out, update the VMS screen, Road call Summary form (Maint-36), Cover Sheet Log, Roll-out Sheets.

The Division Maintenance Manager or designee will perform the road call coding (See attachment II for codes) and approve or reject the code used.

Foreign division road calls will be handled in the same manner, except for the areas of computer and paper record.

ROAD CALL HANDLING PROCESS

I.   A road call is reported to the Bus Operations Control Center Supervisor by the Operator, Field Equipment Technician or any other field personnel.

II.   When the Control Center gets the road call report, the road call information (Bus Number, Road Call Location, Problem Code etc.) is typed in on a displayed Road Call Entry screen.

III.   The road call information is then sent to the "Handling" Maintenance Division over the computer system.

IV.   A Maintenance Division may handle a road call on their own bus (Home Division Road Call) or may handle a road call on another Division's bus (Foreign Road Call).

NOTE: THE FOLLOWING SECTION IS INTENDED FOR TRAINING HOW TO HANDLE, PROCESS AND CODE ACTUAL ROAD CALLS AS RECEIVED BY THE DIVISIONS.

ROAD CALL PROCEDURES - SECTION 9
DETAILED TRAINING FOR HANDLING ROAD CALLS, CODING AND PROCESSING PROCEDURES

PURPOSE:

Provide a training resource for Operations Maintenance Management, Bus Operations Control Center and Maintenance Divisions on handling and coding of Road Calls.

SUMMARY:

Maintenance Management and the support unit, Maintenance Instruction, are directed to ensure that training on Road Calls and data handling is provided to all operating divisions and technical training to each controller assigned to the Bus Operations Control Center. The training shall follow the guidelines provided within this document, and to all individuals associated with the road call process at the operating divisions.

ROAD CALL SITUATION #1

(DIVISION HANDLING A ROAD CALL ON THEIR OWN BUS- HOME DIVISION ROAD CALL)

The instant the road call information reaches the Maintenance Division over the computer system, two types of Road Call Notification Devices are turned on.

A buzzer sounds inside the Maintenance Office. Another buzzer may sound inside the Storeroom. Flashing blue lights located outside the Maintenance Office and in the shop area begin to rotate.

At the same time, two printouts containing the Road Call information are automatically printed.

The Road Call Notification Devices must be turned off. The devices are turned off by depressing a spring loaded switch located in the Maintenance Office.

By turning off the Road Call Notification Devices the Maintenance Division acknowledges that they have received the road call information.

Also, when the devices are turned off a Road Call Confirmation Message is sent back to the originating Control Center Supervisor.

This message lets the Control Center Supervisor know that the Maintenance Division has received the road call information.

MAINTENANCE DIVISION VMS ROAD CALL APPLICATION

After turning off the Road Call Notification Devices the two road call print outs are removed from the printer and the following information is written on both copies:

1.The road call number is entered at CALL NO.
2.A person's name is written in at ISSUED BY:
3.A date is entered at DATE:
4.A bus number is written in at EXCHANGE BUS:

A Road Call Defect Card (33-78) is filled out for the road call bus.

The Road Call is now assigned to a Mechanic.

One Road Call printout and the road call defect card are issued to the Mechanic (The second copy is held in the office for future processing).
The Mechanic jobs on to the road call bus using General Job Code 2800.

The Mechanic now picks up the road call exchange bus and turns the Radio Dial to the channel number assigned on the road call printout (This allows the Control Supervisor to contact the Mechanic over the bus radio, if necessary).

The Mechanic (s) write in their badge number (s) at the MECHS NO. area.

If an exchange bus number other than the one entered at Exchange is used, documenting the number change should be made by the mechanic handling the road call.

The Mechanic then leaves the Maintenance Division to handle the road call. Upon arriving at the road call site, the Mechanic writes in the TIME the road call bus was exchanged, using the TIME EXCHANGED BUS AT area.
The Bus Operator must contact the Control Center and furnish the exchange bus number.

When the Mechanic returns the defective bus to the Maintenance Division the Mechanic must job-off of the road call.

The appropriate exact job number in the 2800 (Road Call) Job Code Category and completion code 16 (complete)must be used to job-off of the road call. (EXAMPLE: EXACT JOB NUMBER 2816-RETURNED COACH/UNIT TO DIVISION COMPLETION CODE 16-COMPLETE).

If the Road Call Defect was repaired at the road call site, the Mechanic should use a different exact job code number (Other than 2816) to job-off of the road call. The Mechanic should then job on and off to the repaired defect. *(A General Job Code, Exact Job Number and appropriate completion code are to be used when jobbing-on and off to the repaired Defect).*

Before turning the road call printout into the maintenance office the Mechanic(s) will recheck that they documented their BADGE NUMBERS(S) and recheck that the EXCHANGE BUS NUMBER and TIME EXCHANGED BUS AT areas are filled-in.

The ROAD CALL DEFECT CARD will in most instances remain with the road call (defective) bus until the road call defect is repaired.

If the road call defect was repaired at the road call site, the completed ROAD CALL DEFECT CARD may be turned into the office with the Mechanic's Road Call printout (the mechanic has jobbed-on and off of the road call defect).

When the Maintenance office receives the road call printout from the Mechanic, it should be compared with the office copy.

The Exchange Bus number on the office copy should match the Exchange Bus Number on the Mechanic's copy (if they do not match make the correction) Mechanic's Badge Number(s) and TIME EXCHANGED BUS AT, should be transferred to the office copy.

The Mechanic's road call printout can be discarded at this point.
If the road call defect was not repaired at the road call site, the defective bus will be returned to the Maintenance Division. A defect will be posted against the bus. A Mechanic will job-on to the defect, the defect will be repaired and the Mechanic will job-off. The Mechanic will then fill out the Road Call Defect Card.

When the Road Call Defect Card is received by the Maintenance office, it is matched with the previously held road call printout (Office Copy).

The trouble found and the Road Call Defect Code are written in on the road call printout.
(The Road Call Defect Codes1-91will be used to code the Road Call Defects).

The Division Manager will review the CODED ROAD CALLS and approve or reject the code used.
The Division Manager will sign off at the Reviewed By and DATE area.

The coded road calls will be entered into the computer system, using a ROAD CALL UPDATE SCREEN.

ROAD CALL SITUATION #2

(DIVISION HANDLING A FOREIGN ROAD CALL)

The application is similar to the Home Division Road Call situation.
The Road Call Notification Devices are only turned on at the "Handling" Division.
The "Handling" Division must turn off the Notification devices (This lets the CONTROL
CENTER know that the road call information has been received)

The "Handling" Division receives two copies of a "Foreign" Road Call" printout.

IMPORTANT The computer automatically loans the road call bus from the "Home" Division to
the "Handling" Division.

The "Home" Division and the "Handling" Division receive a printed VEHICLE
LOAN/RETURN NOTIFICATION message stating that the bus was loaned.

The "Home" Division also receives an additional printout which states that a road call on their
bus has been sent to another Division. All of the information relating to the road call is included
in the printout.

After turning off the Road Call Notification Devices the "Handling" Division follows the
Maintenance Division VMS Road Call Application in processing the road call.
NOTE: The "Handling" Division will always code the Road Call after the Road Call Defect is
Repaired.

When the Road Call is coded the "Home" Division will be charged with the road call (this point
will be further clarified in the Road Call Defect Coding Material).

WHEN THE ROAD CALL BUS IS PHYSICALLY RETURNED TO THE -HOME- DIVISION,
THE BUS MUST ALSO BE RETURNED ON THE COMPUTER SYSTEM, USING THE
VEHICLE LOAN/RETURN OPTION OF VMS.

ROAD CALL SITUATION #3

(BUS LOANED, BORROWING DIVISION HANDLES THE ROAD CALL)

Bus Number 1234, has been loaned from Division "A" ("Home Division") to Division "B".

Bus Number 1234, goes down for a road call. Division "B" handles the road call.

The Road Call Notification devices are only turned on at the "Handling" Division (Division "B").

The "Handling" Division must turn off the notification devices (this lets the Dispatcher know that
the road call information has been received.

The "Handling" Division receives two copies of a "FOREIGN ROAD CALL" printout.

AGAIN: After turning off the Road Call Notification Devices the "Handling" Division follows the Maintenance Division VMS Road Call Application in processing the road call.
NOTE: When the Road Call Bus physically returned to the "Home" Division, do not forget to return it using the Vehicle Loan/Return option of VMS.

ROAD CALL SITUATION #4
(BUS LOANED, HOME DIVISION HANDLES THE ROAD CALL)

Bus number 1234, has been loaned from Division "A" (Home division) to Division "B".

Bus number 1234, goes down for a Road Call. Division "A" (Home Division) handles the road call.

The Road Call Notification Devices are only turned on at the "Handling" Division (Division "A")

The "Handling" Division must turn off the notification devices (letting the Dispatcher know that the road call information has been received).

The "Handling" Division (Home Division) receives two printed copies of the 'road call information.

IMPORTANT: The computer will automatically return bus number 1234, to Division "A" (Home Division).

Division "A" (Home Division) and Division "B" will each receive a printed Vehicle Loan/Return Notification message stating that the bus was returned.

Division "B" will receive an additional printout stating that a road call on bus number 1234, has been sent to another Division. All of the information relating to the road call is included in the printout.

After the "Handling" (Home) division turns off the Road Call Notification Devices the Maintenance Division VMS Road Call Application is followed in processing the Road Call.

ROAD CALL SITUATION #5
(BUS LOANED AND A THIRD DIVISION HANDLES THE CALL)

Bus Number 1234, has been loaned from Division "A" (Home Division) to Division "B".

Bus Number 1234, goes down for a road call. Division "C" handles the road call.
The Road Call. Notification Devices are only turned on at the "Handling" Division (Division "C").

The "Handling" Division (Division "C") turns off the notification devices (letting the Control Center know that the road call information has been received).

The "Handling" Division (Division "C") receives two copies of a "FOREIGN ROAD CALL" printout.

IMPORTANT: The computer will automatically return bus number 1234, from Division "B" to Division "A" (Home Division) and then the computer will automatically loan the bus to Division C".

Divisions "A" and "B" will each receive a printed Vehicle Loan/Return Notification message stating that the bus was returned.

Divisions "A" and "C" will receive a printed Vehicle Loan/Return message stating that the bus was loaned.

Divisions "A" and "B" will receive an additional printout stating that a road call on bus number 1234, has been sent to "C". All of the information relating to the road call is included in the printout.

After the "Handling" Division (Division "C") turns off the road call notification devices, they follow the Maintenance Division VMS Road Call Application in processing the road call.

NOTE: When the road call bus is physically returned to the "Home" Division, the bus must also be returned on the computer system, using the Vehicle Loan/Return option of VMS.

EXCEPTIONS TO THE VMS ROAD CALL PROCEDURE

1. If the road call information does not reach the Maintenance Division within a predetermined time period (example 3 to 5 minutes) a "DISPATCHER TRANSMISSION ERROR MESSAGE" is automatically received by the originating B.O.C.C. Controller.

    The B.O.C.C. Supervisor will use the telephone to call the Maintenance Division and inquire if the road call information was received. If the road call information was not received over the computer system, the Dispatcher will provide the road call information over the telephone.

    Use the conventional 33-4 road call slip to record the road call information and follow the Maintenance Division VMS Road Call Application.

    CALL THE MASTER TERMINAL OPERATOR (MTO) AT 92**2-4580** AND REPORT THE INCIDENT

If the road call is processed using the 33-4 road call slip, the information will be ADDED (ENTERED) into the computer system and coded at the Maintenance Division.

2. If the Maintenance Division does not turn off the Road Call Notification Devices within a predetermined time period (example 5 minutes) a *NO RESPONSE FROM DIVISION MESSAGE" is automatically sent to the originating Controllers terminal.

   The B.O.C.C. Controller will use the telephone to inquire if the road call information was received by the Maintenance Division. If the Road Call information was not received the 33-4 road call slip will be used to record the road call information and the Maintenance Division VMS Road Call Application will be followed.

   Again, if the road call is processed using the 33-4 Road Call Slip the information will be ADDED (ENTERED) into the computer system and coded at the Maintenance Division.

3. If the computer system is down Authority wide or is down at an individual Maintenance Division, call the Control Center and inform them of the problem. Request that road calls for your Division be telephoned in.

   Use the 33-4 road call slip to record the road call information and follow the Maintenance Division VMS Road Call Application.

   The road call information will be ADDED (ENTERED) into the computer -system and coded at the Maintenance-division-on

   REPORT THE PROBLEM TO THE MASTER TERMINAL OPERATOR (MTO) AT 922-4580.

4. If an O.K. Coach Change must be made, the Maintenance Division will call the Control Center and request the O.K. Coach Change information (Where To Meet Bus). The Control Center Will Process The O.K. Coach Change Using The Computer System.

5. If a Maintenance Division cannot handle a road call due to a lack of equipment or personnel, call the Control Center, inform them of the problem and request that the road call be assigned to another Maintenance Division.

   The Control Center will reprocess the road call using the computer system.

ROAD CALL DEFECT CODING
(SEE ATTACHMENT II FOR ROAD CALL DEFECT CODES)

When the road call information reaches the Maintenance Division ("Handling Division") it is automatically posted into the computer system's ROAD CALL UPDATE file.
An entry is posted for each road call bus by date and bus number .

Road call information for individual buses can be displayed by using the ROAD CALL UPDATE screen.

The Maintenance Division will have the ability to display all road calls which they "Handle".

After the road call (s) are CODED (entries are made on the road call printout (s) and the Division Manager signs off) the coded road call information must be entered into the computer system.

THE "HANDLING DIVISION" ALWAYS CODES THE ROAD CALL DEFECT.

THE "HOME DIVISION" WILL BE CHARGED WITH THE ROAD CALL.

TO DISPLAY THE ROAD CALL UPDATE SCREEN

- Depress and release the ALTER and CLEAR keys simultaneously to CLEAR the display screen.

- Key in /FOR VMSO8001.

- Depress and release the ENTER key.

- The ROAD CALL UPDATE screen will be displayed (The entry fields will be blank).

ROAD CALL UPDATE SCREEN APPLICATION

The road call update screen provides several FUNCTIONS as follows:

- BROWSE This function displays posted road call information.

- CHANGE This function is used when Coding Road Call DEFECTS

- ADD This function is used to enter new road call information for a specific bus.

- Display by date

- Before A Road Call Can Be Coded (Updated) It Must Be Displayed

- Print last 8 days of uncoded road calls.

TO DISPLAY THE ROAD CALL INFORMATION FOR A SPECIFIC BUS

- Key in (type) B for Browse at the Function area.

- Key in the ROAD CALL DATE and the BUS NUMBER.

- Depress and release the ENTER KEY.

- The road call information for the requested bus and date will be displayed.

- The first road call on the bus, for the requested date will be displayed.

- Compare the displayed road call information with the information on the road call printout.

- Verify that it is in fact the road call you want to code (There may be more than one road call posted on the same bus on the same day).

- If the displayed and printed road call information does not match, depress and release the ENTER key to display additional road Calls for the bus in question.

CODING OF ROAD CALL DEFECTS

1. After the road call information is displayed key in C for CHANGE--a-the FUNCTION area (type over -displayed B) Depress and release the ENTER KEY.

2. The display screen will blink (refresh itself) and re-display the road call information. The following message will appear at the bottom of the display screen:

NO UPDATE ON DATE.-OF-CALL/BUS NUM, PLEASE UPDATE & RE-ENTER

3. Now, CODE the ROAD CALL DEFECT. Key in additional information or change the displayed information as necessary.

NOTE: THE ROAD CALL DATE or BUS NUMBER CANNOT BE CHANGED

4.The Type of information which is keyed in when Coding Road Call Defects is as follows:

- Mechanic - 1,Badge Number
- Mechanic - 2,Badge Number
- Exchange Bus Number *(This is important for reporting purposes)*
- Reviewed -(Division Manager's Name)
- Defect Code - (1-91 Code)
- Trouble Found - (Description of Trouble Found)

IMPORTANT If coding a "Foreign Road Call", the "Home Division" number may have to be keyed in.

5. **When satisfied that the Road Call information is correct an-2 complete - DEPRESS AND RELEASE The ENTER key.**

6. The display screen will blink (Refresh itself) and all but two entry fields will be blank. The two blank fields are. ROAD CALL DATE and BUS NUMBER. Additionally, the following message will appear at the bottom of the display screen: *SUCCESSFUL PROCESSING*

7. **The Road Call Defect is now Coded. If the information is to be rechecked use the BROWSE FUNCTION to re-display it.**

8. **If a road call on a different Bus is to be coded, Key in the Road Call Date and change the Bus Number (If the Road call Date is the same as the displayed date, only the Bus Number must be keyed in). Depress and Release the ENTER key.**

The road *call information for the requested Bus Number and date will be displayed. **IMPORTANT** If more than one road call is posted for the same bus on the same day, all of the road calls can be displayed. However only the first road Call Can be coded.

To code additional road calls for the same bus on the same day, the ADD function must be used.

ADDING NEW ROAD CALL INFORMATION

1. Key in A for ADD at the Function area.
2. Key in the Road Call Date and the BUS NUMBER.
3. Key in the remaining road call information. Do Not Forget To Key In The Handling and / or Home Division Number
4. The Road Call Defect can be coded at this point or it can be coded later.
5. Now, depress and release the ENTER key.
6. The display screen will blink (refresh itself) and all but two entry fields will be blank. The two fields are ROAD CALL DATE and BUS NUMBER. Additionally, the following message will appear at the bottom of the display screen:

SUCCESSFUL PROCESSING

7. To recheck the Road Call information use the Browse Function..

IMPORTANT *A POSTED ROAD CALL CANNOT BE DELETED (ERASED)*

If a road call is posted for a WRONG BUS NUMBER, the Road Call Defect is CODED 87 (WRONG BUS NUMBER) and entered into the computer system.

The ADD Function is now used to key in and code a NEW road call entry for the correct bus number.

The road call information is then ENTERED into the computer system.

NOTE: "THE HANDLING DIVISION" ALWAYS CODES THE ROAD CALL DEFECTS

THE "HOME DIVISION" WILL BE CHARGED WITH THE ROAD CALL

NOTE: The Coded Road call information will be used to generate Road Failure Management Reports.

ROAD CALL UPDATE SCREEN MESSAGES

1. The Road Call Defect can be coded when the following message is displayed at the bottom of the display screen.

NO UPDATE ON DATE-OF-CALL/BUS NUM, PLEASE UPDATE & RE-ENTER

2. After a Road Call Defect has been coded and entered or a NEW Road Call is added.

"SUCCESSFUL PROCESSING " will be displayed at the bottom of the display screen.

3. If a non existing Bus Number is entered when adding a NEW Road Call the message" *BUS NO. DOES NOT EXIST ON TABLE, UNSUCCESSFUL PROCESSING"* will be displayed.

4. If an invalid Bus Number is entered when using the Browse Function the message "ROAD-CALL SEGMENT DOES NOT EXIST ON DATA BASE" will be displayed.

5. If an invalid date is keyed in and entered the message "*INVALID DATE-OF-CALL"* will be displayed.

6. If an invalid Function Code is used the message *"INVALID FUNCTION CODE"* will be displayed.

7. If all the road call information has been displayed for a specific bus the following message is displayed at the bottom of the display screen:

NO MORE ROAD CALL SEGMENTS, END OF RETRIEVE FOR BROWSE

"NO SERVICE IMPACT" ROAD FAILURE CRITERIA
(FOR MAINTENANCE PURPOSES ONLY)

1. A road failure for any reason causing passengers to be delayed or to transfer to a different bus will be coded as a chargeable road failure.

2. When a bus has a chargeable-road-failure but is left in service and is later exchanged for another bus at a terminal or Division, this coach exchange will be coded as a "No Service Impact" road-failure unless the call is no delay to passengers (Code 85).

3. If the Division requests a coach exchange and causes no delay or transfer of passengers, this coach exchange will be coded as a "No Service Impact" road failure. (Code 88)

4. When a coach exchange is made at a terminal and causes no delay or transfer of passengers, no matter what the trouble reported is, this coach exchange will be coded as a "No Service Impact" road failure unless the call is determined to be due to an Operator error in which case the code will be "81" or unless there was no defect found in which case the code will be "83".

CHARGEABLE ROAD CALLS
(FOR MAINTENANCE PURPOSES ONLY)

A chargeable road call is any maintenance related call which causes a delay or a service impact over a 10 minute period. The closest division is notified to meet a bus at a certain location to perform repairs.

Once they have reached the location and are not able to repair the bus within 10 minutes, it becomes a chargeable road call.

SCREENED CODES;

The following codes will be deleted (screened out) for Maintenance tracking purposes.

RESPONSIBLE PARTIES

DEPUTY EXECUTIVE OFFICERS

SUPERINTENDENTS

MANAGERS, TOS'S,EMS'S, MECHANICS, ERS'S

SUPPORT SECTION HEADS

REVISED 05/10/00