

Table 4-11: Regular Operations of FCBs – Challenges and Best Practice Solutions.

Challenges	Best Practice Solutions
<p>Communications</p> <ul style="list-style-type: none"> • Managing expectations, primarily of PTO staff and ensuring they are aware that this is new technology and may not always be as close to perfect as are diesel buses • Regular contact with suppliers remains necessary but they can sometimes react very slowly <p>Maintenance / Repairs / Faults</p> <ul style="list-style-type: none"> • Slow fault finding on bus issues initially • Drivers misdiagnosing faults initially • Long downtimes due to longer delivery times for spare parts, in particular conventional parts (doors, mirrors etc.) • Numerous small problems persist into regular operations <p>Training</p> <p>Once in regular operations pools of trained drivers can deplete quickly</p> <p>Data Collection</p> <ul style="list-style-type: none"> • Data gathering is still an issue and not all data points are available • Data transfer while the buses are in use was only made possible at a later stage and is currently still being tested 	<ul style="list-style-type: none"> • If the integration of FCBs has been managed by the PTA, continue regular contact with the PTO to deal with operational issues quickly (if PTO is managing the process, management and staff would be fully aware of these) • PTO should continue regular communications with the bus manufacturer • Share experiences with other operators that operate the same type/brand of FCB • Continue to have an experienced person managing the FCB fleet <ul style="list-style-type: none"> • Involve maintenance personnel in carrying out vehicle acceptance checks, so they learn details and issues early and are not reliant on bus supplier technicians • Utilise manufacturer’s predictive software to predict faults before they arise • Ensure a small stockpile of conventional spare parts at site (see recommendation in Table 4-8) <ul style="list-style-type: none"> • Continue to train additional drivers as well as undertaking refresher training. It is essential drivers are comfortable and confident with handling FCB • Train drivers for driving the FCB on specific routes – the handling may change • Emphasise the need to plug in bus defrost device at end of shift (even in summer) <ul style="list-style-type: none"> • Early attention to requirements for data (see Table 4-6 for recommendations) • Use data to look for patterns of problems to be able to talk to the bus supplier with data as evidence