Vehicle Problems Processing

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Table of Contents

ABOUT VEHICLE PROBLEMS AND ROAD CALL REPORTING **4**
ABOUT THIS GUIDE **5**
MODIFY / ADD PROBLEM CODES **6**
EDIT MISCELLANEOUS CODES **6**
ROAD CALL ENTRY **7**
DEFERRED DEFECT ENTRY **11**
SAFETY DEFECT ENTRY **13**
ROAD CALL INQUIRY **15**
CORRECTION NOTICE **18**
PURGE **19**
REPORTS **20**
DEFECT ASSIGNMENTS **22**

About Vehicle Problems and Road Call Reporting

Vehicle Problem reporting can be used to interface Transportation and Maintenance departments by allowing dispatchers to record Road Calls and driver reported defects into the system as they are reported. A Work Order is generated as well as a Road Call report for the mechanic.

Safety related defect reports become Work Orders instead of Road Calls. Non-safety related defects maybe deferred and assigned on any subsequent Work Order generated for that asset.

Management inquiries and reports include problems by vehicle, driver, problem code, and mean time between failures. Instead of just recording the symptoms, now you can identify the cause of problems and work to eliminate them.

When the information is entered into the Road Call form, it can be printed and a Work Order is automatically generated. Upon closing the Work Order, the Road Call form is automatically closed. A Problem Correction Notice can be printed to inform the driver that the repair has been completed.

LTD miles at time of failure, miles since last occurrence, minimum miles, and maximum miles between failures are automatically updated for each vehicle any time Road Call or defect is reported.

About This Guide

This guide contains standard cycles and checklists for operation and a description of each feature released with the module. The module description provides the intended application or use of the module and any comments that relate to this specific module.

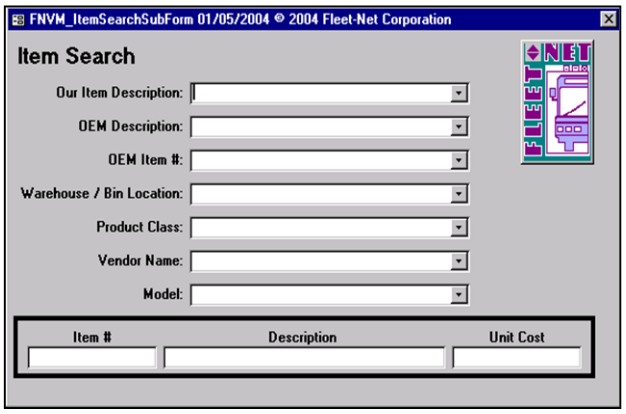
The standard cycles are to be used when operating the software to ensure that all necessary steps are being taken in the correct order, i.e., Daily Service Cycle and the Monthly Service Cycle.

As with all Fleet-Net® for Windows modules, the module must first be installed as directed in the System Administrator Guide.

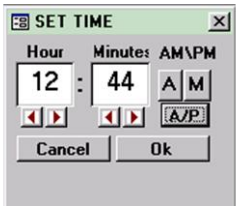
To correctly exit a form, or exit out of Fleet-Net® completely click on the Fleet-Net® Icon always located in the upper right of every form.

Throughout Fleet-Net® modules, there are Green Checkmarks that will appear next to specific fields. These Green Checkmarks when selected will open the Misc. List Codes form allowing the user to setup the necessary codes and their value for the associated field.

When the binoculars search function is not available, nor a drop-down list, select 'Ctrl F' as a search tool. When using the button to search the following sample form will open up. Use any of the search item criteria to find your item select it and it will populate at the bottom of this form. To populate the previous form with the selected item simply hover over the item # and double click it. Close the search form.

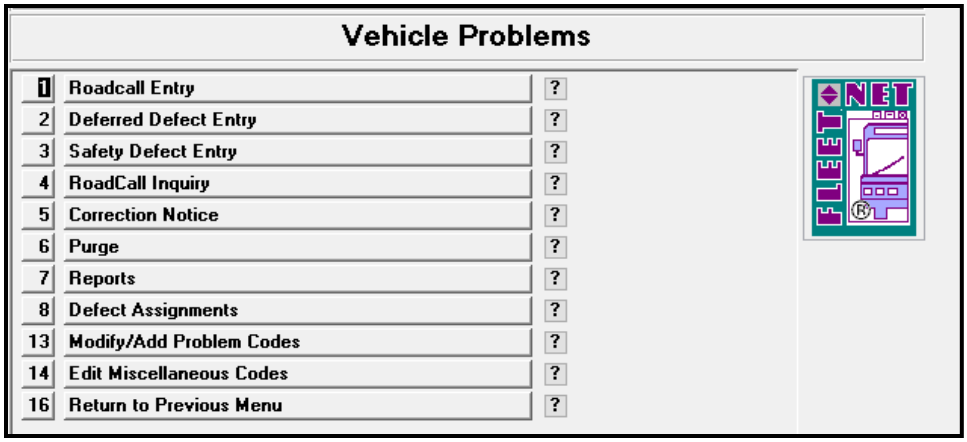


The clock button allows for changing the time entry.



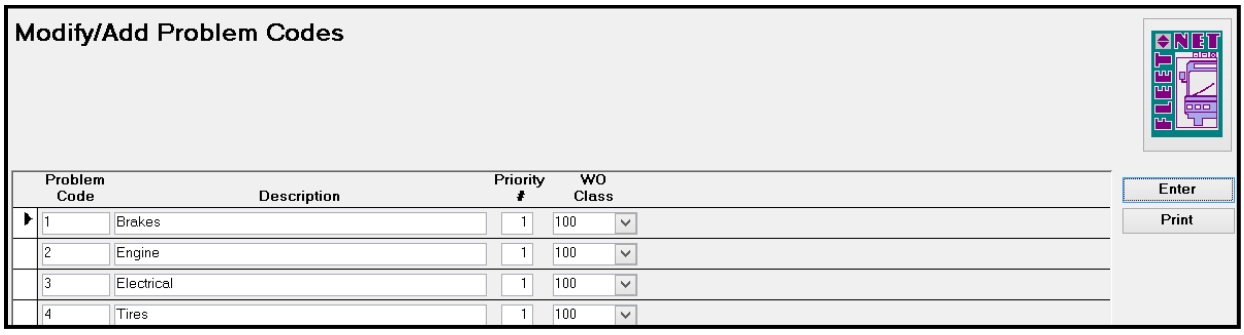
The calendar button allows for quick selection of a specific date via a calendar.

The calculator button allows for quick simple calculations on the fly. It opens up your systems calculator.



Modify / Add Problem Codes

This option allows you to set up vehicle problem codes describing the type of problem reported by the operator.



Field	Description
Problem Code	Enter a code that will best identify the specific problem. Up to 5 alphanumeric characters are allowed.
Description	Enter a description of problem code.
WO Class	Select the Work Order class code from the drop-down. These codes have been set up in WO module on the WO setup.
Priority	Enter a priority. The lower the number, the higher the priority. In the example above, 3 is the lowest priority and anything with a 1 would be of the highest priority.

Edit Miscellaneous Codes

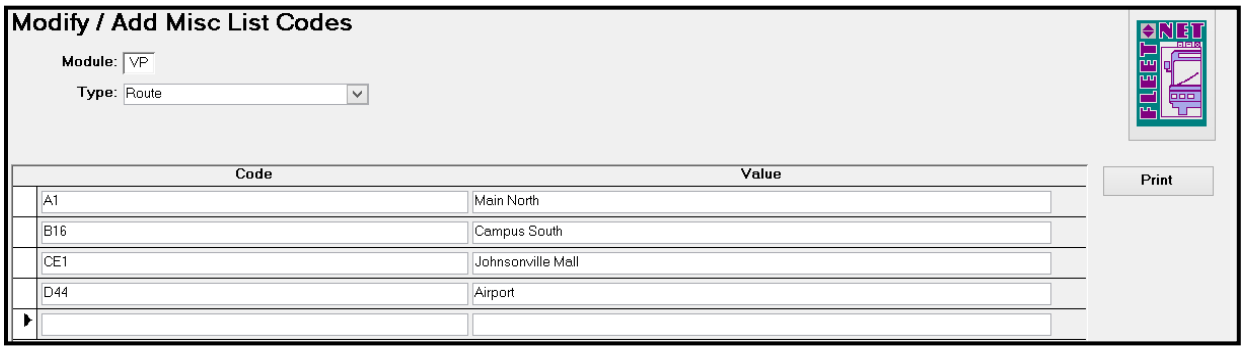
Click ***Miscellaneous Codes*** to define all codes used throughout the Vehicle Problems module.

Each Fleet-Net application includes a list of miscellaneous codes that are used within the system. Some of these codes are preset by Fleet-Net (Specific) while others are user defined.

Field	Description
Type	Select from the drop-down options.
Code	Code used to identify the type of code
Value	Definition of code

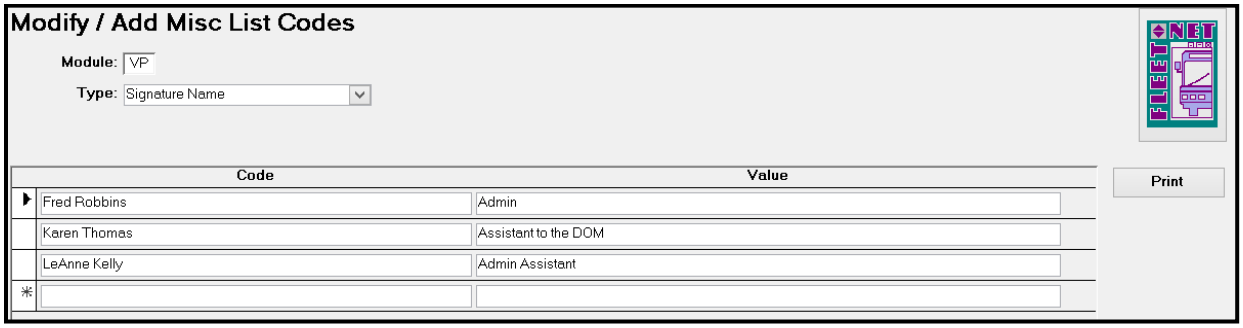
The ***Print*** button will print a listing of all Miscellaneous Codes. The report will display the **TYPE**, **CODE** and **VALUE**.

Route: (User Defined)



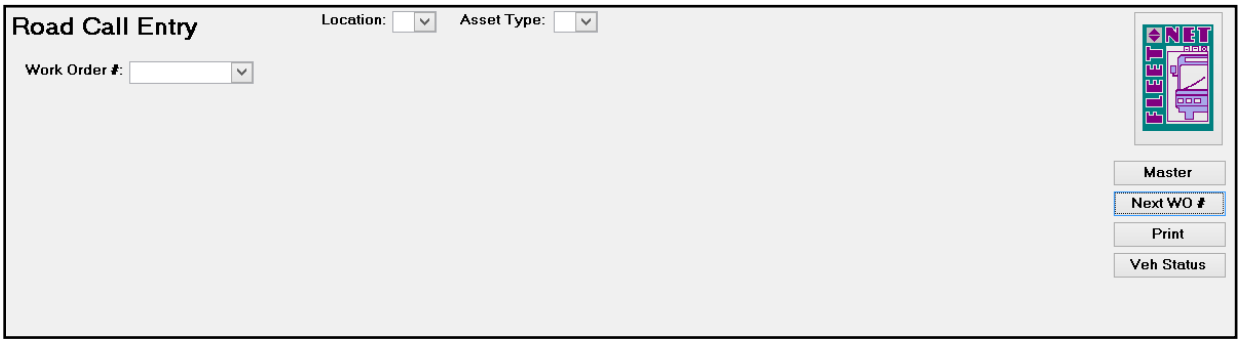
Signature: (User Defined)

Is used for the storage and retrieval of the name and title of the person completing the corrections notice.



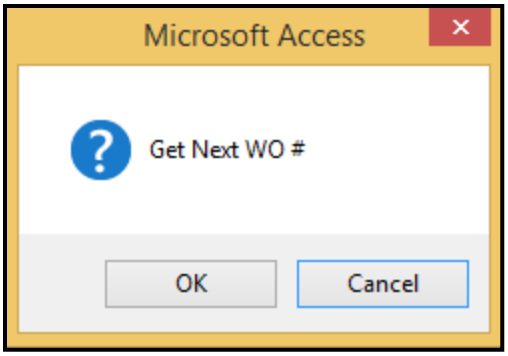
Road Call Entry

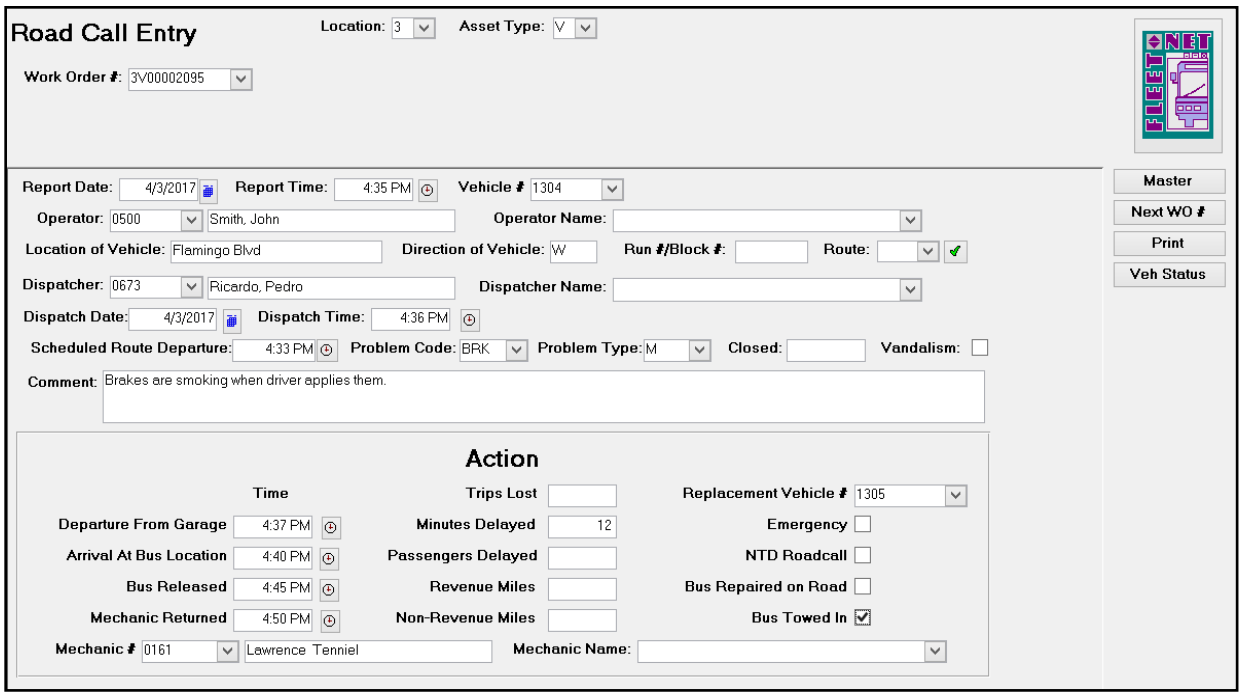
The operations department enters the Road Call information directly into this form and prints the Road Call so that it can be taken by mechanic to the scene. IT can complete the necessary set up for the Work Order to print directly on a Maintenance printer, if desired.



To enter a new Road Call, select a Location and an Asset Type from the drop-down lists. These two characters will become the first two digits of the work order. Click ***Next WO #*** to generate a new work order number.

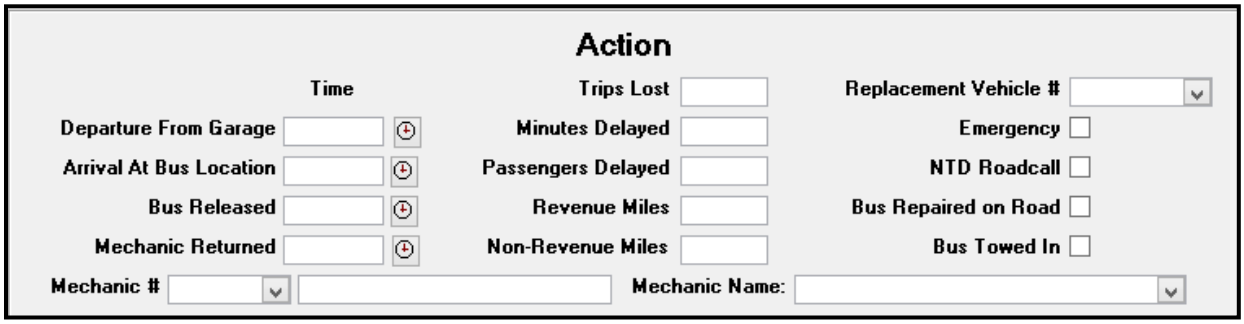
The following dialog box will display.


Microsoft Access
Get Next WO #
OK
Cancel


Road Call Entry
Location: 3
Asset Type: V
Work Order #: 3V00002095
Report Date: 4/3/2017
Report Time: 4:35 PM
Vehicle #: 1304
Operator: 0500
Smith, John
Operator Name:
Location of Vehicle: Flamingo Blvd
Direction of Vehicle: W
Run #/Block #:
Route:
Dispatcher: 0673
Ricardo, Pedro
Dispatcher Name:
Dispatch Date: 4/3/2017
Dispatch Time: 4:36 PM
Scheduled Route Departure: 4:33 PM
Problem Code: BRK
Problem Type: M
Closed:
Vandalism:
Comment: Brakes are smoking when driver applies them.
Action
Time
Trips Lost
Replacement Vehicle #: 1305
Departure From Garage: 4:37 PM
Minutes Delayed: 12
Emergency
Arrival At Bus Location: 4:40 PM
Passengers Delayed
NTD Roadcall
Bus Released: 4:45 PM
Revenue Miles
Bus Repaired on Road
Mechanic Returned: 4:50 PM
Non-Revenue Miles
Bus Towed In
Mechanic #: 0161
Lawrence Tenniel
Mechanic Name:
Master
Next WO #
Print
Veh Status

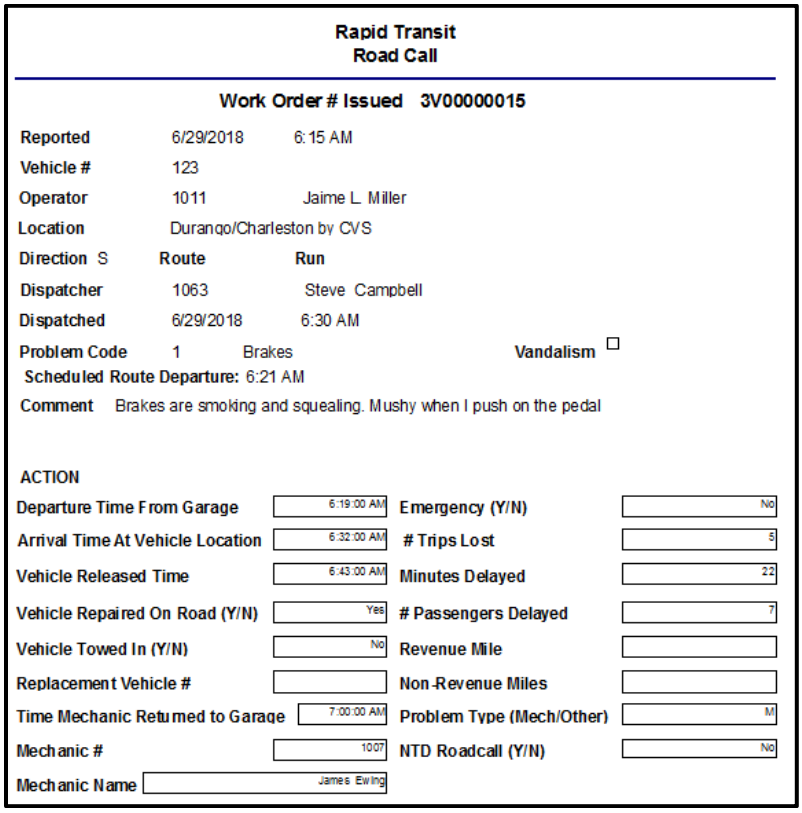
Field Name	Description
Report Date	Manually enter or select the date the road call was reported via the calendar feature.
Report Time	Manually enter or select the time the problem was reported via the clock feature.
Vehicle #	Select the disabled vehicle.
Operator	Select the employee number reporting the problem.
Operator Name	Allows selection sorted by name if the employee # is not known. This field will not be populated unless it is used for Operator selection.
Location of Vehicle	Enter a location.
Direction of Vehicle	Enter the direction the vehicle is headed.
Run #/Block #	Enter the run or block number, if known.
Route	Select from drop-down or enter the route number, if known.
Dispatcher	This is the person taking the call and completing this form. Select the dispatcher's employee number; the name field will be populated.
Dispatcher Name	Allows selection sorted by name if the employee # is not known. This field will not be populated unless it is used for Operator selection.
Dispatch Date	Manually enter or select the date that the dispatcher enters this report via the calendar feature. Could be same date as above
Dispatch Time	Manually enter or select the time the report was entered into Fleet-Net via the clock feature. Could be same time as above
Scheduled Route Departure	Select the time the route is scheduled to depart its next stop via the clock feature.
Problem Code	Select a code applicable to the problem from the drop-down.
Problem Type	M = Mechanical Road Call (something wrong with the vehicle) O = Other Road Call (passenger ill, fight on bus, etc.)
Closed	The close date is automatically populated when the work order is closed.
Vandalism	Select the checkbox to indicate that the problem is due to vandalism (for NTD reporting)
Comment	Enter a brief comment, if applicable, what is wrong with vehicle, what is the situation

The maintenance department will take a copy of this WO with them and complete the action section of the Road Call. This section is outlined below. This data is entered into Fleet-Net upon the mechanics' return.



Field	Description
Departure From Garage/ Arrival At Bus Location/ Bus Released/ Mechanic Returned	Select these times via the clock feature for each of these fields.
Trips Lost	Enter the number of trips missed due to the problem.
Minutes Delayed	Will populate automatically based on Schedule Route Departure and Bus Release times.
Passengers Delayed	Enter the number of passengers that were delayed.
Revenue Miles	Enter the revenue miles lost due to the problem.
Non-Revenue Miles	Enter the number of non-revenue miles due to the problem.
Replacement Vehicle #	Select the vehicle number, if applicable.
Emergency	Select the checkbox to indicate that the Road Call is an emergency.
NTD Road Call	Click the checkbox to indicate that this Road Call will be included in the NTD reports.
Bus Repaired on Road	Select the checkbox to indicate that the bus has been repaired.
Bus Towed In	Select the checkbox to indicate that the bus was towed.
Mechanic #	Select the mechanic from the drop-down or enter their number here.

Select ***Print*** to print the Road Call. The mechanic can take the report with them to the scene of the Road Call to fill out the bottom half of the report. This data can be input upon their return.



Rapid Transit
Road Call

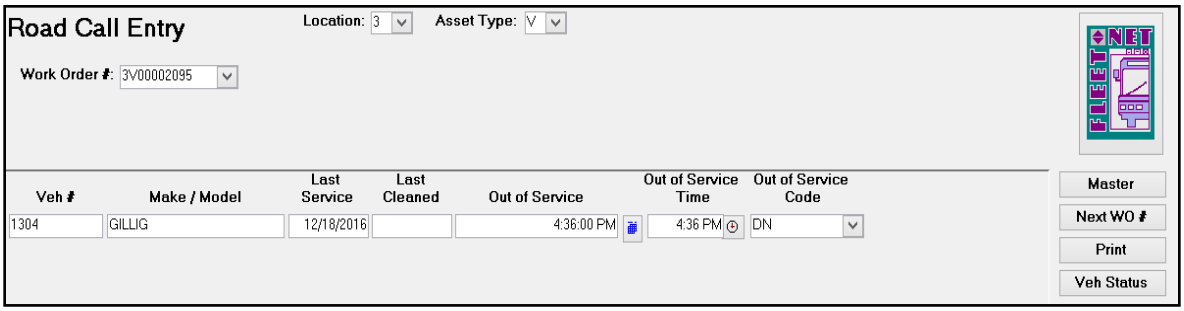
Work Order # Issued 3V00000015

Reported 6/29/2018 6:15 AM
Vehicle # 123
Operator 1011 Jaime L Miller
Location Durango/Charleston by CVS
Direction S **Route** **Run**
Dispatcher 1063 Steve Campbell
Dispatched 6/29/2018 6:30 AM
Problem Code 1 Brakes **Vandalism** ☐
Scheduled Route Departure: 6:21 AM
Comment Brakes are smoking and squealing. Mushy when I push on the pedal

ACTION

Departure Time From Garage	6:19:00 AM	**Emergency (Y/N)**	No
Arrival Time At Vehicle Location	6:32:00 AM	**# Trips Lost**	5
Vehicle Released Time	6:43:00 AM	**Minutes Delayed**	22
Vehicle Repaired On Road (Y/N)	Yes	**# Passengers Delayed**	7
Vehicle Towed In (Y/N)	No	**Revenue Mile**	
Replacement Vehicle #		**Non-Revenue Miles**	
Time Mechanic Returned to Garage	7:00:00 AM	**Problem Type (Mech/Other)**	M
Mechanic #	1007	**NTD Roadcall (Y/N)**	No
Mechanic Name	James Ewing		

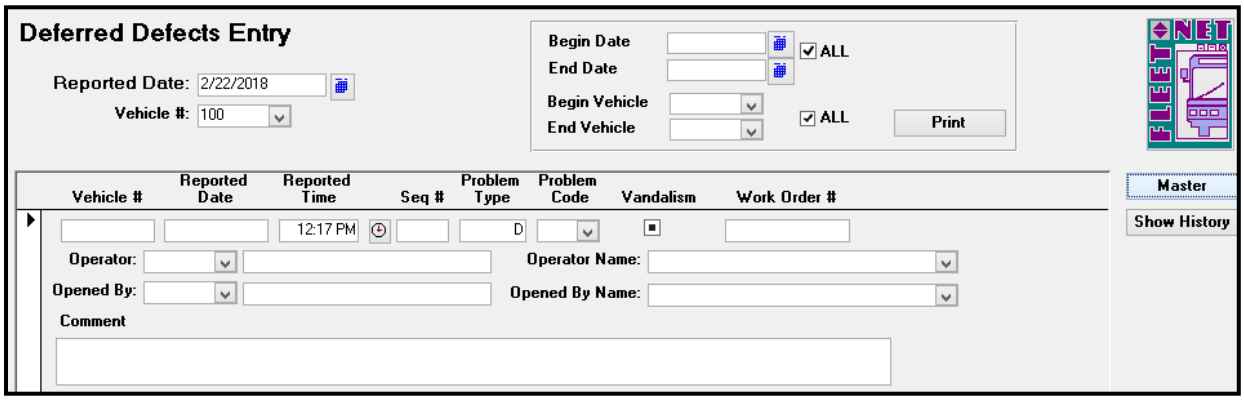
To view the status of a Road Call, select the applicable Work Order from the pull down menu. Click ***Veh Status***. If this status has been noted on the Vehicle Master, it will display here.



Field	Description
Vehicle #	Automatically populated.
Make/Model	Automatically populated.
Last Service	Automatically populated.
Last Cleaned	Automatically populated.
Out of Service	Enter the date that the unit was taken out of service.
Out of Service Time	Enter the time that the unit was taken out of service.
Out of Service Code	Select out of service code from drop-down menu. These Vehicle Status Codes have been setup on the VM14 menu: Setup Vehicle Status.

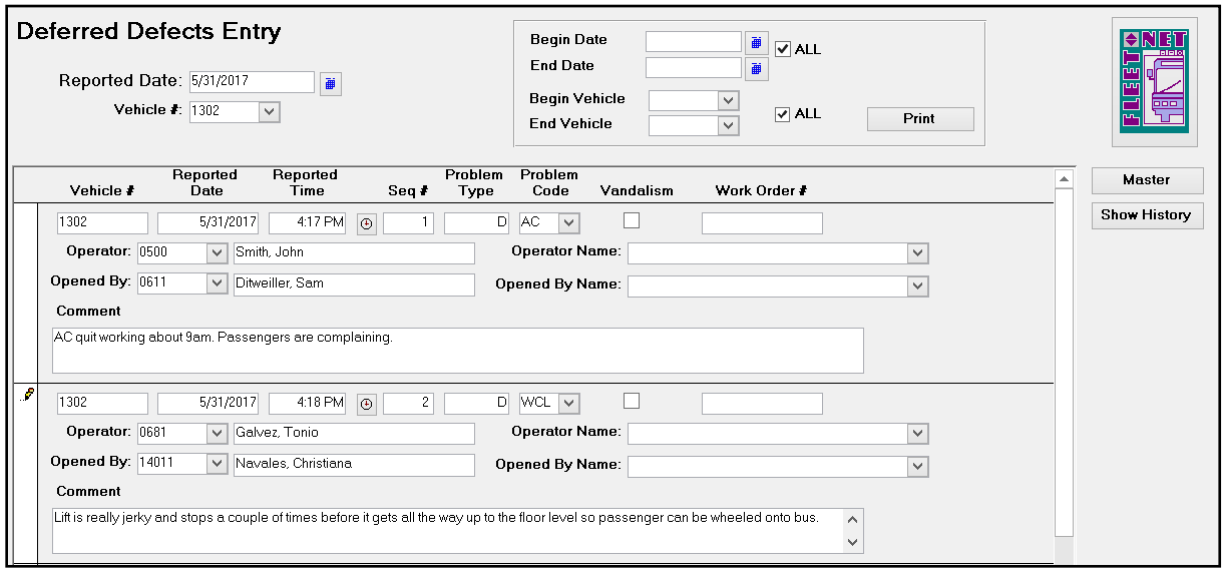
Deferred Defect Entry

This feature allows entry of any vehicle defect reported by operators in which the repairs can be deferred until a later date. The defect can be assigned and repaired when a work order is generated for that vehicle, whether it is an inspection or a general work order. A work order is **not** automatically generated for a deferred defect.

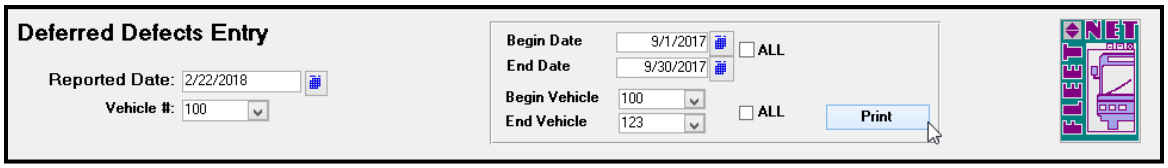


Field Name	Description
Vehicle #	Select the vehicle number with the defect from the drop-down list
Vehicle #	Automatically populated once the Problem Code is selected.
Reported Date	Automatically populated once the Problem Code is selected.
Reported Time	Automatically populated, May be changed via the clock feature.
Seq #	Automatically assigned for each entry by the system once the Problem Code is selected.
Problem Type	Automatically populated. Defaults to the D for Defect.
Problem Code	Select a problem code from the drop-down that best describes the problem.
Vandalism	Select the checkbox to indicate the defect is due to vandalism.
Work Order #	The WO number will be automatically populated when the defect is assigned to a WO.
Operator	Select the employee number of the operator reporting the defect from the drop-down. This can be also be done by selecting the Operator from the Operator Name. Note: This is not the person entering the information on this form.
Opened By	Select the employee number of the user who is completing this form.
Comment	Enter comments pertaining to this deferred defect to describe the problem for the mechanic.

Select Show History to display the defects reported on the specified vehicle, as shown below each entry of reported defects is displayed.

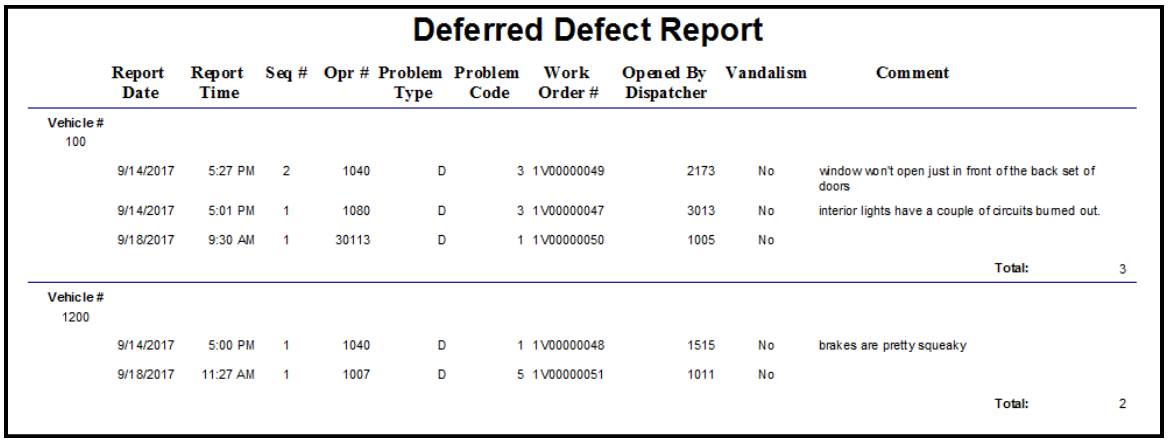


A Deferred Defect Report can list all reported defects for a specified date range and vehicle numbers.



Field	Description
Begin Date **End Date**	Manually enter or select the date range for the report via the calendar feature.
Begin Vehicle **End Vehicle**	Select the range of vehicle numbers from the drop-down list.
ALL	Select the checkbox to report on all Dates or vehicles rather then enter ranges for either.

Once the criteria are selected on the form, select Print to print the report. The report will display on screen. If a hard copy is needed, use the system file print options.

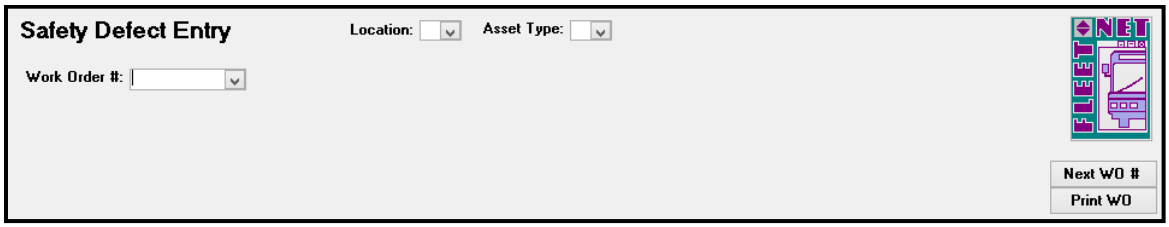


Deferred Defect Report

	Report Date	Report Time	Seq #	Opr #	Problem Type	Problem Code	Work Order #	Opened By Dispatcher	Vandalism	Comment	
Vehicle # 100											
	9/14/2017	5:27 PM	2	1040	D	3	1V00000049	2173	No	window won't open just in front of the back set of doors	
	9/14/2017	5:01 PM	1	1080	D	3	1V00000047	3013	No	interior lights have a couple of circuits burned out.	
	9/18/2017	9:30 AM	1	30113	D	1	1V00000050	1005	No		
										Total:	3
Vehicle # 1200											
	9/14/2017	5:00 PM	1	1040	D	1	1V00000048	1515	No	brakes are pretty squeaky	
	9/18/2017	11:27 AM	1	1007	D	5	1V00000051	1011	No		
										Total:	2

Safety Defect Entry

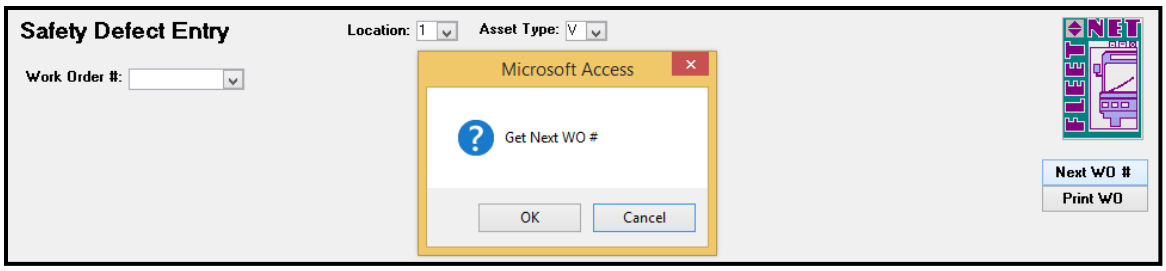
Allows the entry of safety related items. These repairs need to be completed immediately for the vehicle to continue to operate in a safe manner. A work order is generated and can be printed for immediate repair.



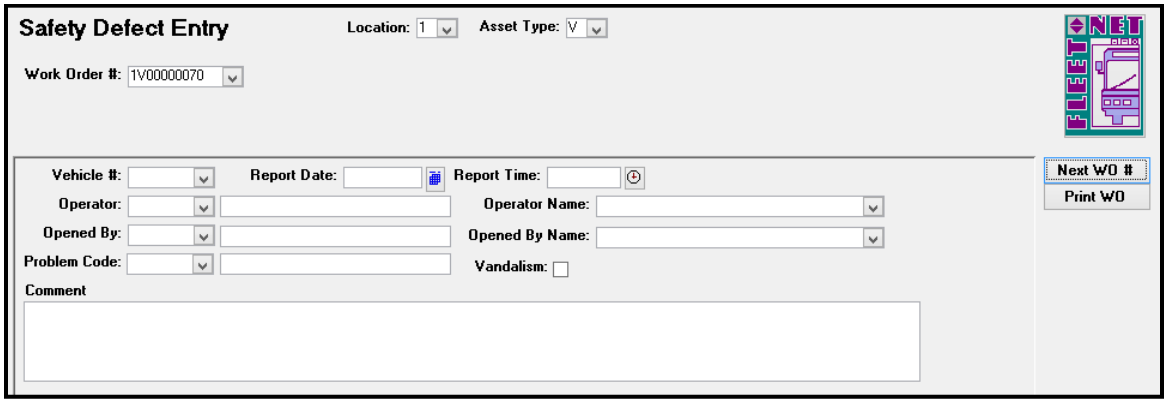
To generate a new Safety Defect, select a Location and an Asset Type from the drop-down list.

Click ***Next WO #*** to generate a new work order number based on the location and asset type. Location type and Asset type will become the first digits on the new work order.

The following dialog message will display.

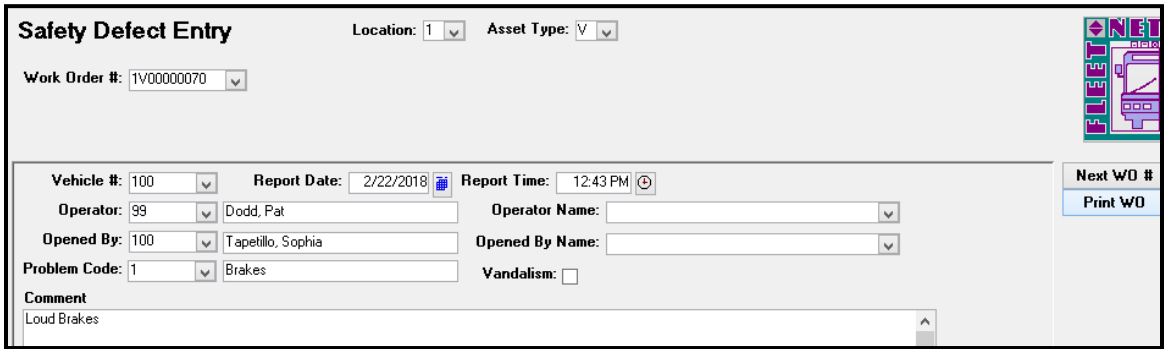


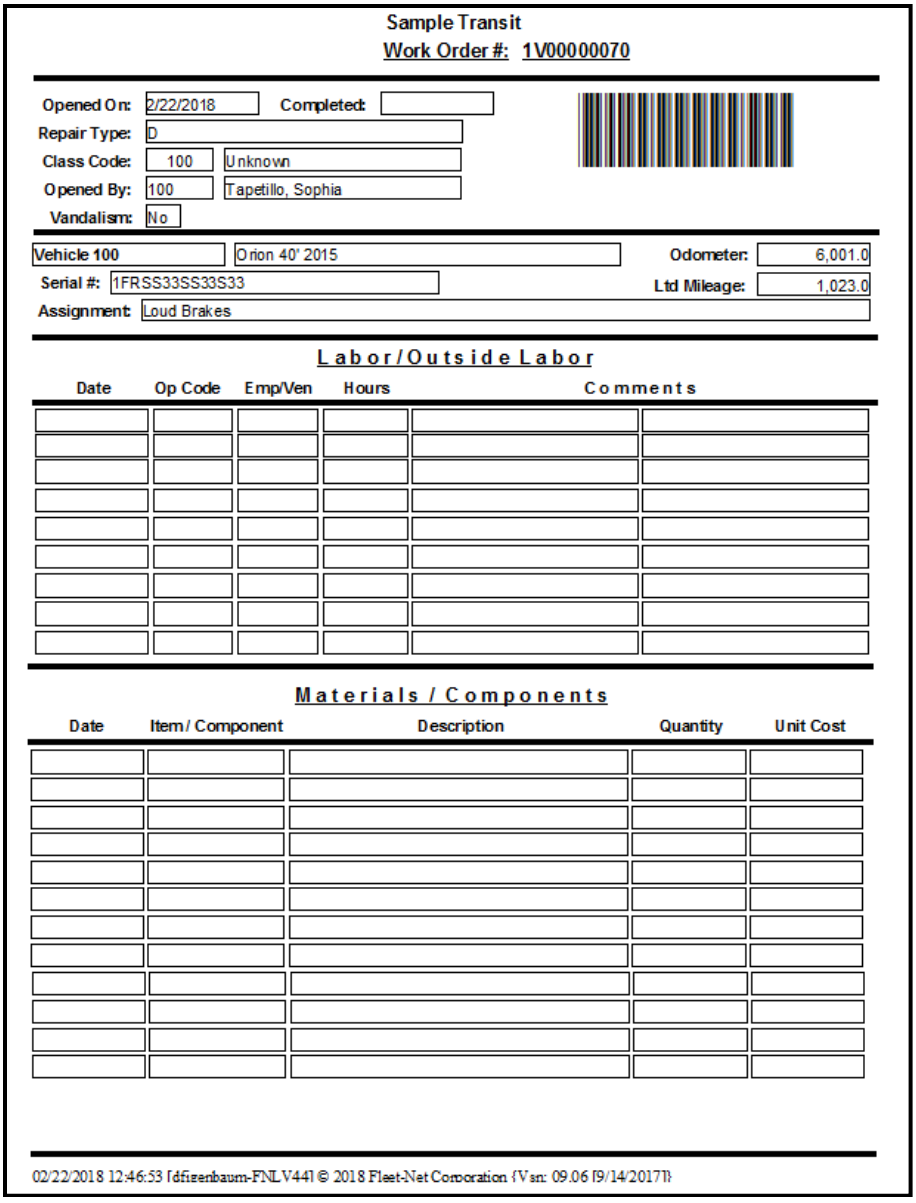
The following form will display for entry of the safety defect related information. Use the table below for descriptions of each field.



Field	Description
Vehicle #	Select the vehicle number from the drop-down.
Report Date	Manually enter or select the date via the calendar feature.
Report Time	Manually enter or select the time via the clock feature.
Operator	Select the employee number of the operator reporting the defect.
Opened By	Select the employee number who is entering the defect.
Problem Code	Select the problem code describing the defect from the drop-down.
Vandalism	Select the checkbox to indicate that the defect is due to vandalism.

Click ***Print WO*** and a preview of the work order will appear on screen. Use the system file print options to print a hard copy. The work order can also be viewed and printed from the Work Order module. The settings in Dispatch or Customer Service can be adjusted to allow the user to send the Work Order directly to a printer in maintenance.





Sample Transit

Work Order #: 1V00000070

Opened On: 2/22/2018 Completed:

Repair Type: D

Class Code: 100 Unknown

Opened By: 100 Tapetillo, Sophia

Vandalism: No

Vehicle 100 Orion 40' 2015 Odometer: 6,001.0

Serial #: 1FRSS33SS33S33 Ltd Mileage: 1,023.0

Assignment: Loud Brakes

Labor/Outside Labor

Date	Op Code	Emp/Ven	Hours	Comments	

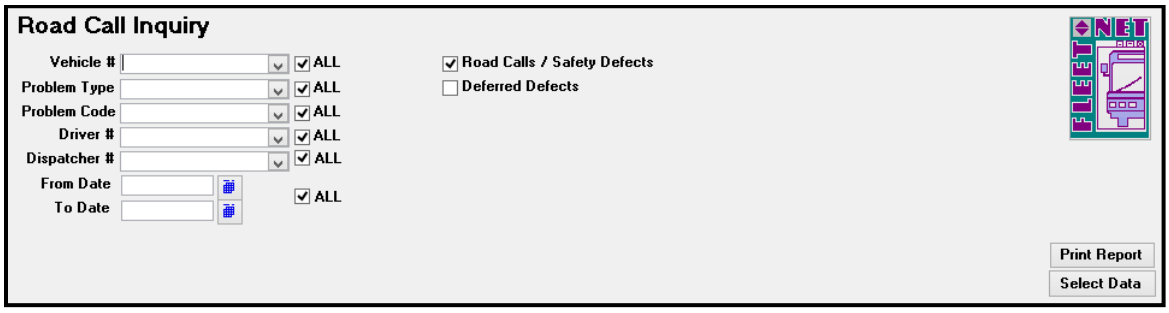
Materials / Components

Date	Item / Component	Description	Quantity	Unit Cost

02/22/2018 12:46:53 [dfigenbaum-FNLV441 © 2018 Fleet-Net Corporation (Vsn: 09.06 [9/14/2017]]

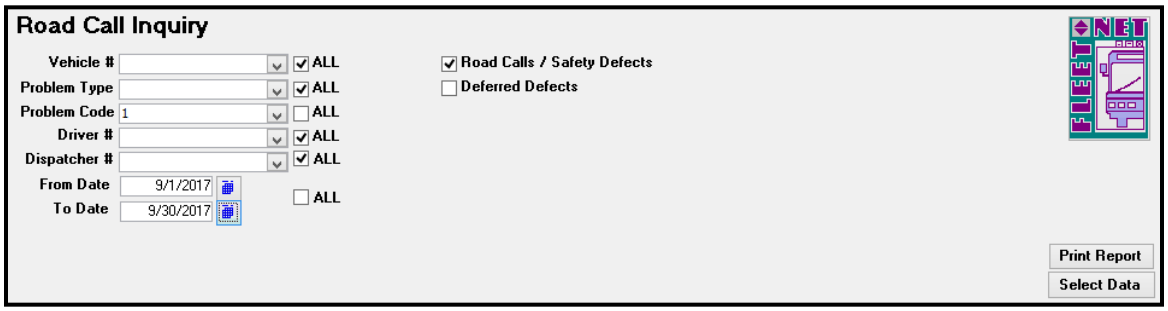
Road Call Inquiry

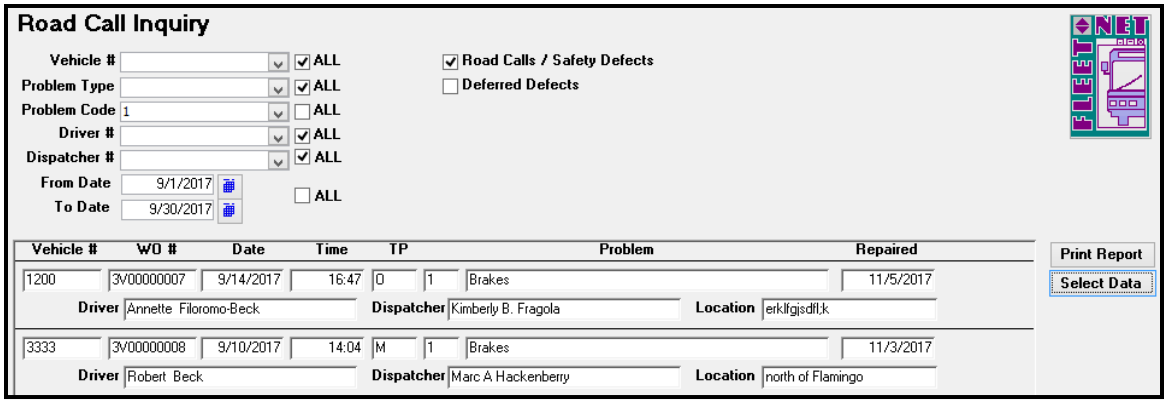
By selecting any combination of criteria on this form via the drop-down lists, a report can be generated for viewing records on screen or printing a hard copy report.



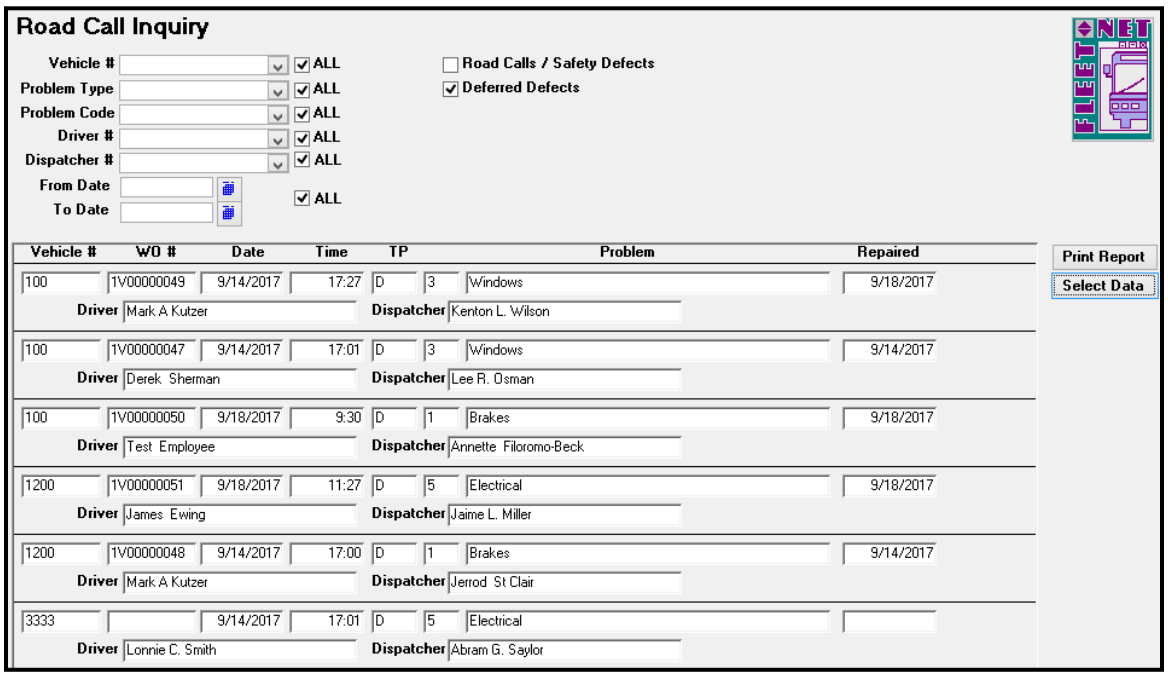
Example: If looking for Road Calls with a specific problem code in the last month, select the Road Call category, leave the ALL box checked (the system default), for the following fields:

Vehicle #, Problem Type, Driver #, and Dispatcher #. Then select the specific Problem Code from the drop-down menu that the user wishes to see on the report. The system will automatically take the check mark off the box selected for specific criteria. Choose a specific date range using the calendar feature.

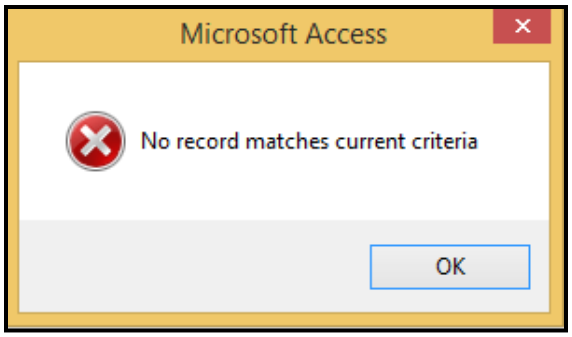




With the example below, the same report can be run for all Defects. Any combination of criteria maybe selected to get a specific report.



To view information on screen, click ***Select Data***. If there is no data within the criteria that you have selected, a dialog box displays with the following message.



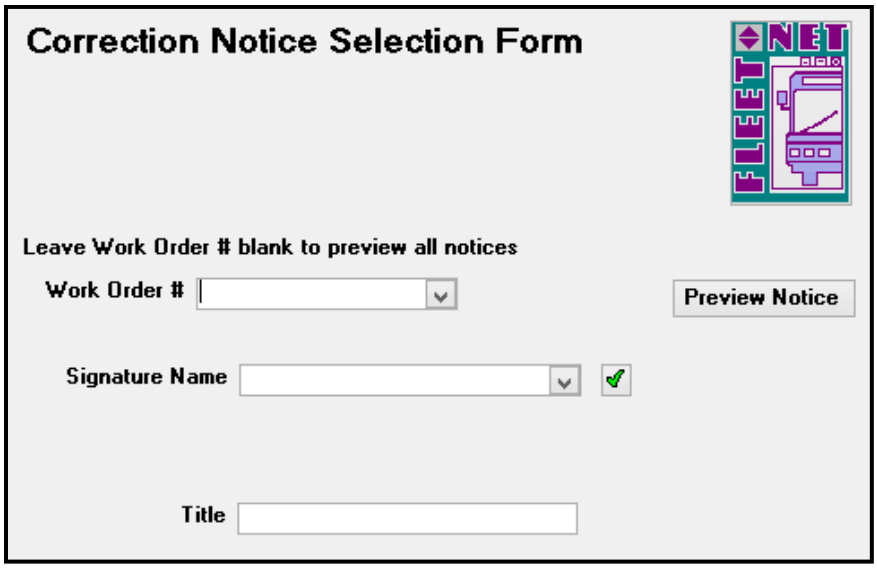
Once the user has reviewed the on screen data, click ***Print Report*** to view the report on screen. If a hard copy is needed, the user will employ the File Print option. A sample of the printed report follows.

Sample Transit
RoadCall Inquiry Report

Veh #	WO #	Date	Time	Prob Type	Prob Code		Problem Description	Repaired
100	1V00000049	9/14/2017	17:27	D	3	Windows		9/18/2017
Driver: Mark A Kutzer		**Dispatcher:** Kenton L. Wilson					**Location Of Vehicle:**	
Comment: window won't open just in front of the back set of doors								
100	1V00000047	9/14/2017	17:01	D	3	Windows		9/14/2017
Driver: Derek Sherman		**Dispatcher:** Lee R. Osman					**Location Of Vehicle:**	
Comment: Interior lights have a couple of circuits burned out.								
100	1V00000050	9/18/2017	9:30	D	1	Brakes		9/18/2017
Driver: Test Employee		**Dispatcher:** Annette Filoromo-Beck					**Location Of Vehicle:**	
Comment:								
1200	1V00000051	9/18/2017	11:27	D	5	Electrical		9/18/2017
Driver: James Ewing		**Dispatcher:** Jaime L. Miller					**Location Of Vehicle:**	
Comment:								
1200	1V00000048	9/14/2017	17:00	D	1	Brakes		9/14/2017
Driver: Mark A Kutzer		**Dispatcher:** Jerrod St Clair					**Location Of Vehicle:**	
Comment: brakes are pretty squeaky								
3333		9/14/2017	17:01	D	5	Electrical		
Driver: Lonnie C. Smith		**Dispatcher:** Abram G. Saylor					**Location Of Vehicle:**	
Comment: window behind the driver has a small crack in the upper right hand corner.								

Correction Notice

This notice allows for completion of a notification to the driver when the repair is completed.

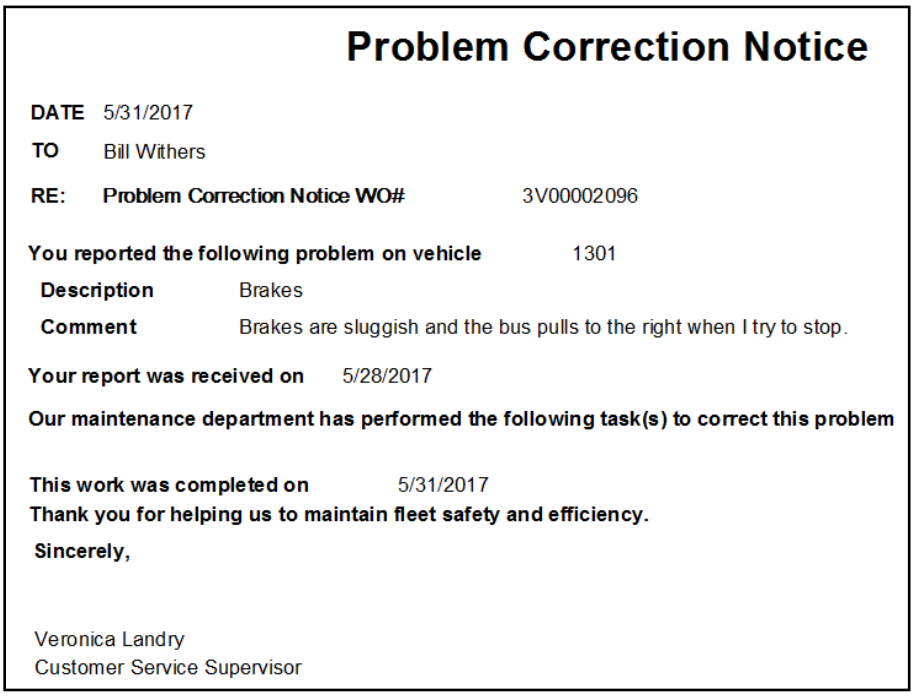


Select the Work Order # from the drop-down list to print a correction notice. Leave blank to print all completed work orders for reported defects.

Select the Signature Name and title to be printed on the notice.

Click ***Preview Notice*** to view the notice and print a hardcopy using the system file print options.

A sample of the correction notice is below.



Problem Correction Notice

DATE 5/31/2017

TO Bill Withers

RE: **Problem Correction Notice WO#** 3V00002096

You reported the following problem on vehicle 1301

Description Brakes

Comment Brakes are sluggish and the bus pulls to the right when I try to stop.

Your report was received on 5/28/2017

Our maintenance department has performed the following task(s) to correct this problem

This work was completed on 5/31/2017

Thank you for helping us to maintain fleet safety and efficiency.

Sincerely,

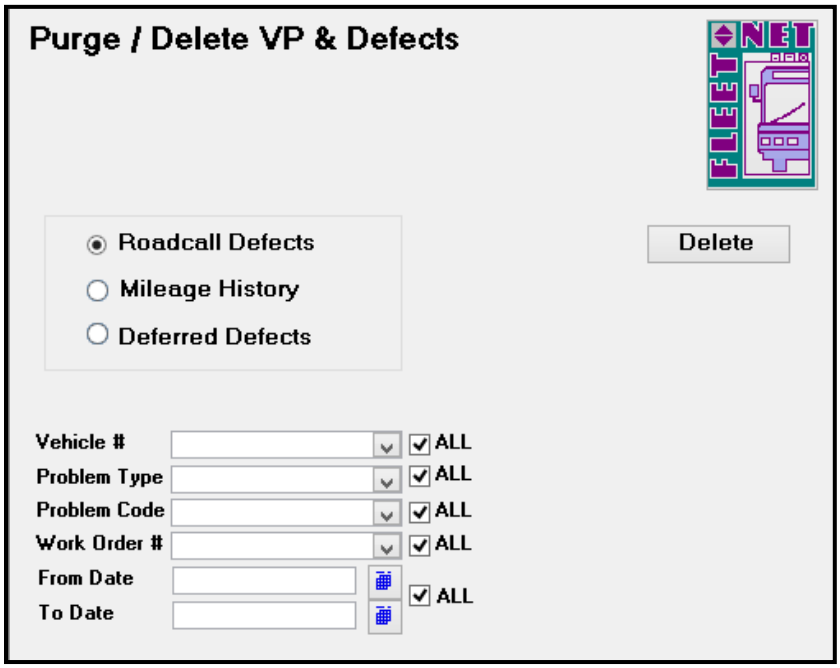
Veronica Landry
Customer Service Supervisor

Purge

Allows for the deletion of Road Call and Safety Defects, Mileage History or Deferred Defects based on selected criteria, or a purge of all records.

Caution should be used with Purge/Delete VP & Defects. When delete is selected, the records are completely purged from the system.

Access to this process should be restricted via security options.



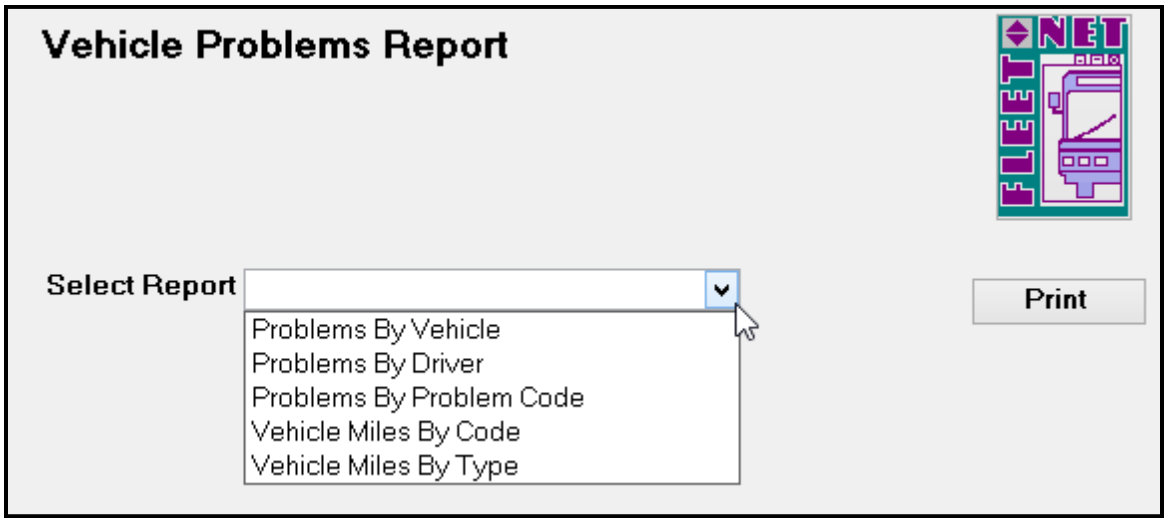
Field	Description
Road Call Defects	Select if you are deleting Road Call records.
Mileage History	Select to purge just the mileage history. This will start a clean slate for determining mileage between road calls and can be targeted for only a specific vehicle if necessary by selecting that vehicle in the Vehicle # field
Deferred Defects	Select if you are deleting Deferred Defects records.
Vehicle #	Enter a specific vehicle or locate using the drop-down list.
Problem Type	Enter a specific problem type or locate using the drop-down list.
Problem Code	Enter a specific problem code or locate using the drop-down list.
Work Order #	Enter a specific work order number or locate using the drop-down list.
From Date and To Date	Enter the date range using the Calendar button feature (this option available for Roadcall Defects and Deferred Defects)

The system defaults to all. However, the check mark is automatically removed when data is entered into a specific field or fields. The options without data entered will remain checked; however only the data that meets the criteria of the selection with data entered will be purged.

Select ***Delete*** to delete the selected records.

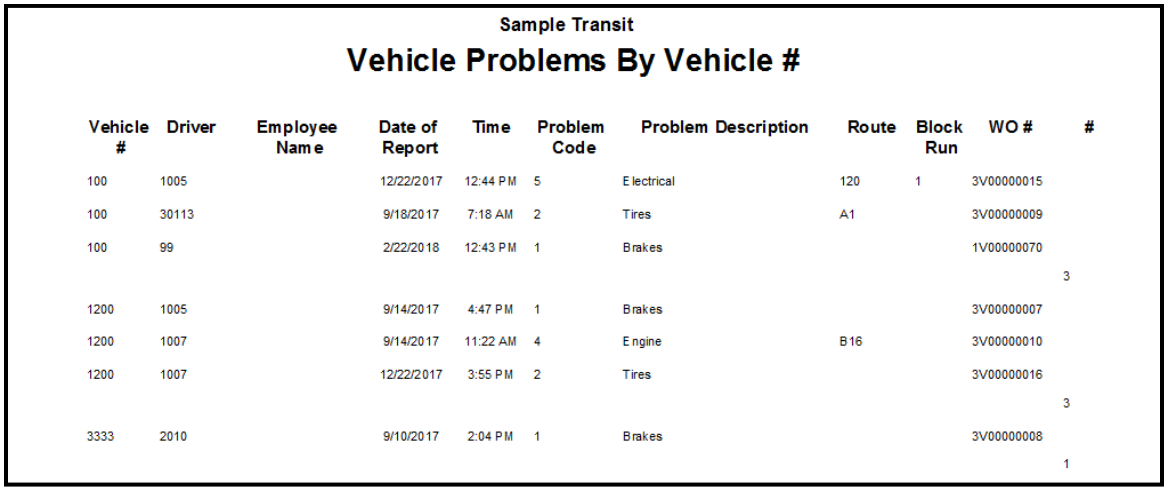
Reports

Management reports include problems by vehicle, driver, problem code, and mean time between failures. The cause of problems can be identified in order to eliminate the problems. Select the report format from the drop-down list.



Select ***Print*** to display the report on screen. To print a hard copy of the report, select the system file print options. Sample reports are shown below.

Problems by Vehicle Report

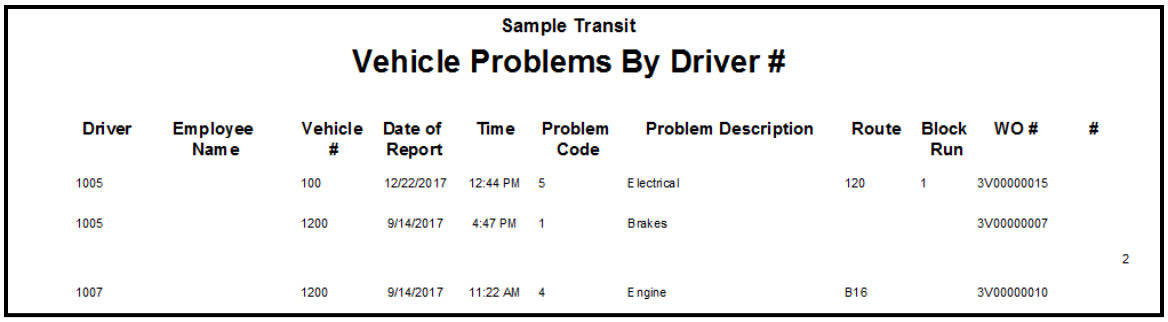


Sample Transit

Vehicle Problems By Vehicle

Vehicle #	Driver	Employee Name	Date of Report	Time	Problem Code	Problem Description	Route	Block Run	WO #	#
100	1005		12/22/2017	12:44 PM	5	Electrical	120	1	3V00000015	
100	30113		9/18/2017	7:18 AM	2	Tires	A1		3V00000009	
100	99		2/22/2018	12:43 PM	1	Brakes			1V00000070	
										3
1200	1005		9/14/2017	4:47 PM	1	Brakes			3V00000007	
1200	1007		9/14/2017	11:22 AM	4	Engine	B16		3V00000010	
1200	1007		12/22/2017	3:55 PM	2	Tires			3V00000016	
										3
3333	2010		9/10/2017	2:04 PM	1	Brakes			3V00000008	
										1

Problems by Driver Report

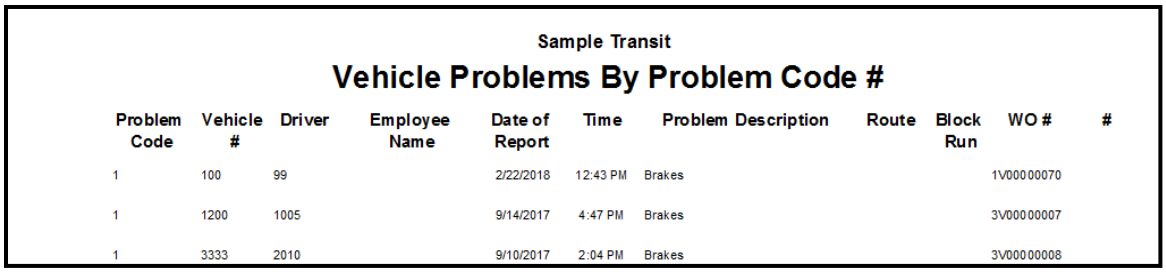


Sample Transit

Vehicle Problems By Driver #

Driver	Employee Name	Vehicle #	Date of Report	Time	Problem Code	Problem Description	Route	Block Run	WO #	#
1005		100	12/22/2017	12:44 PM	5	Electrical	120	1	3V00000015	
1005		1200	9/14/2017	4:47 PM	1	Brakes			3V00000007	
										2
1007		1200	9/14/2017	11:22 AM	4	Engine	B16		3V00000010	

Problems by Problem Code Report

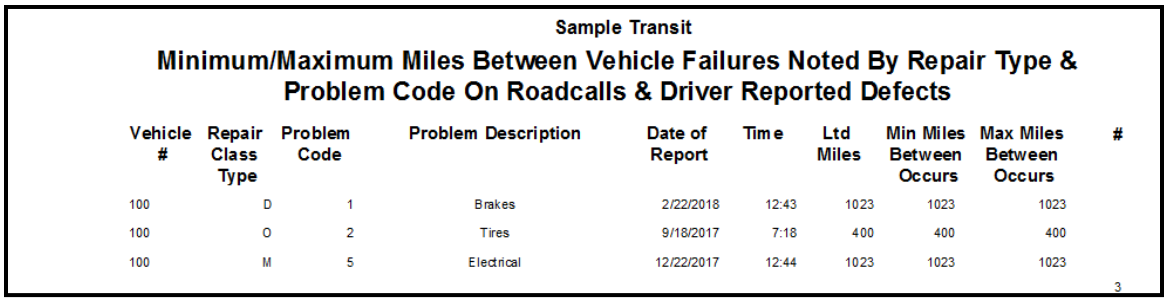


Sample Transit

Vehicle Problems By Problem Code #

Problem Code	Vehicle #	Driver	Employee Name	Date of Report	Time	Problem Description	Route	Block Run	WO #	#
1	100	99		2/22/2018	12:43 PM	Brakes			1V00000070	
1	1200	1005		9/14/2017	4:47 PM	Brakes			3V00000007	
1	3333	2010		9/10/2017	2:04 PM	Brakes			3V00000008	

Vehicle Miles by Code Report

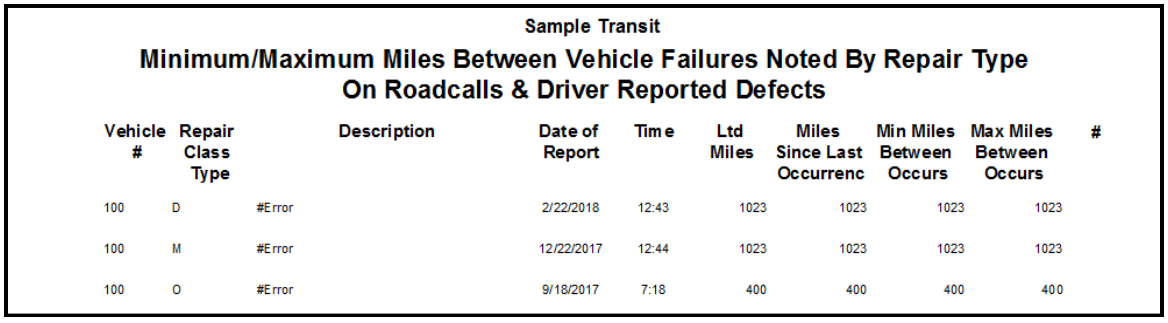


Sample Transit

Minimum/Maximum Miles Between Vehicle Failures Noted By Repair Type & Problem Code On Roadcalls & Driver Reported Defects

Vehicle #	Repair Class Type	Problem Code	Problem Description	Date of Report	Time	Ltd Miles	Min Miles Between Occurs	Max Miles Between Occurs	#
100	D	1	Brakes	2/22/2018	12:43	1023	1023	1023	
100	O	2	Tires	9/18/2017	7:18	400	400	400	
100	M	5	Electrical	12/22/2017	12:44	1023	1023	1023	
									3

Vehicle Miles by Type Report



Sample Transit

Minimum/Maximum Miles Between Vehicle Failures Noted By Repair Type On Roadcalls & Driver Reported Defects

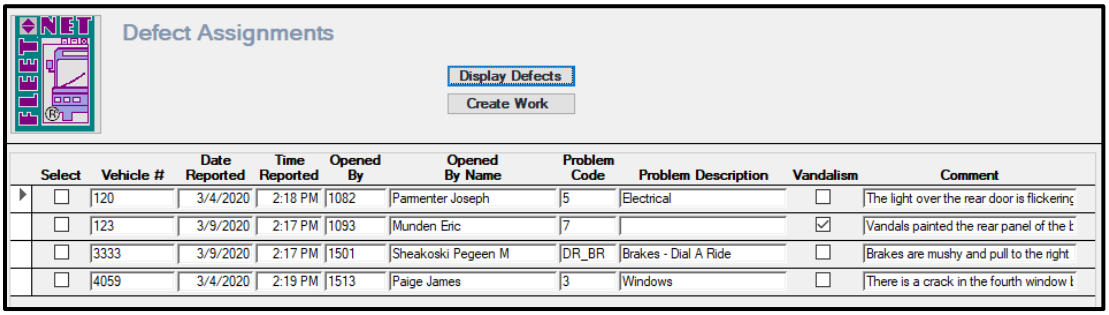
Vehicle #	Repair Class Type	Description	Date of Report	Time	Ltd Miles	Miles Since Last Occurrenc	Min Miles Between Occurs	Max Miles Between Occurs	#
100	D	#Error	2/22/2018	12:43	1023	1023	1023	1023	
100	M	#Error	12/22/2017	12:44	1023	1023	1023	1023	
100	O	#Error	9/18/2017	7:18	400	400	400	400	

Defect Assignments

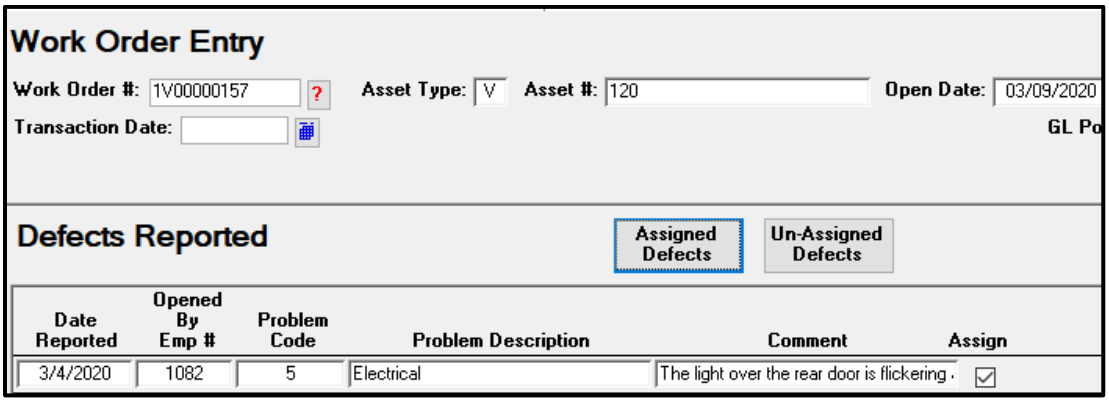
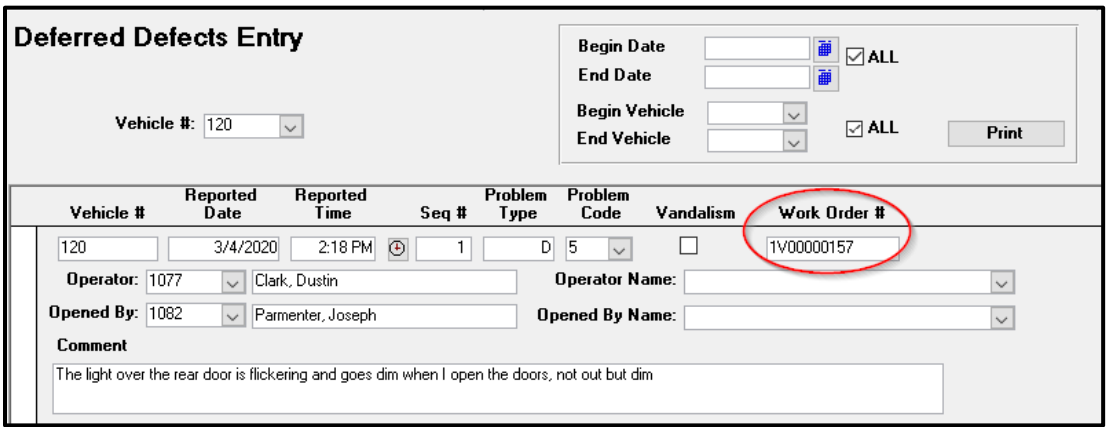
Deferred Defects are entered via Option #2, Deferred Defect Entry. Then they are assigned to work orders so they can be repaired.

With this option, the unassigned defects can be viewed, and a work order can be created so the repairs can be completed.

Click ***Display Defects*** and the following displays.



Click the Select Box on the left to choose any of the defects or leave blank to choose all the defects. Click ***Create Work***. System will ask for Location (the first digit of the Work Order # to be created). The system will create one Work Order for each defect. These can now be viewed in Work Order Entry and Work Assignment. Here is the WO for Vehicle 120 noted above.



The WO # will now be referenced here in Vehicle Problems, Option #3 Deferred Defect Entry, as well.