

Electronic Repair (ER) Department Farebox Reliability

Operations Committee

RTA Mission:

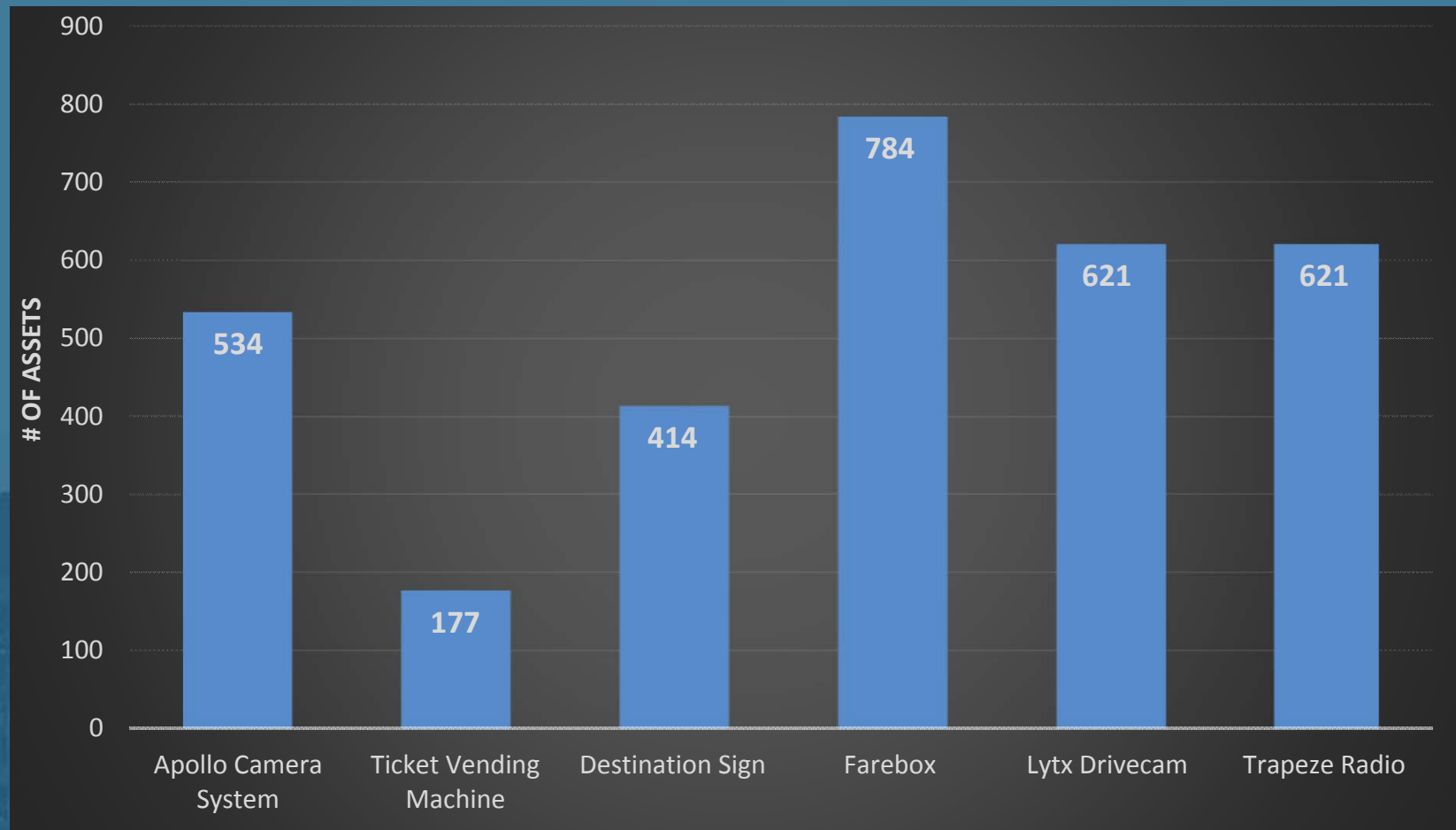
To Provide
Safe, Reliable, Clean, and Courteous
Public Transportation



Greater Cleveland Regional Transit Authority



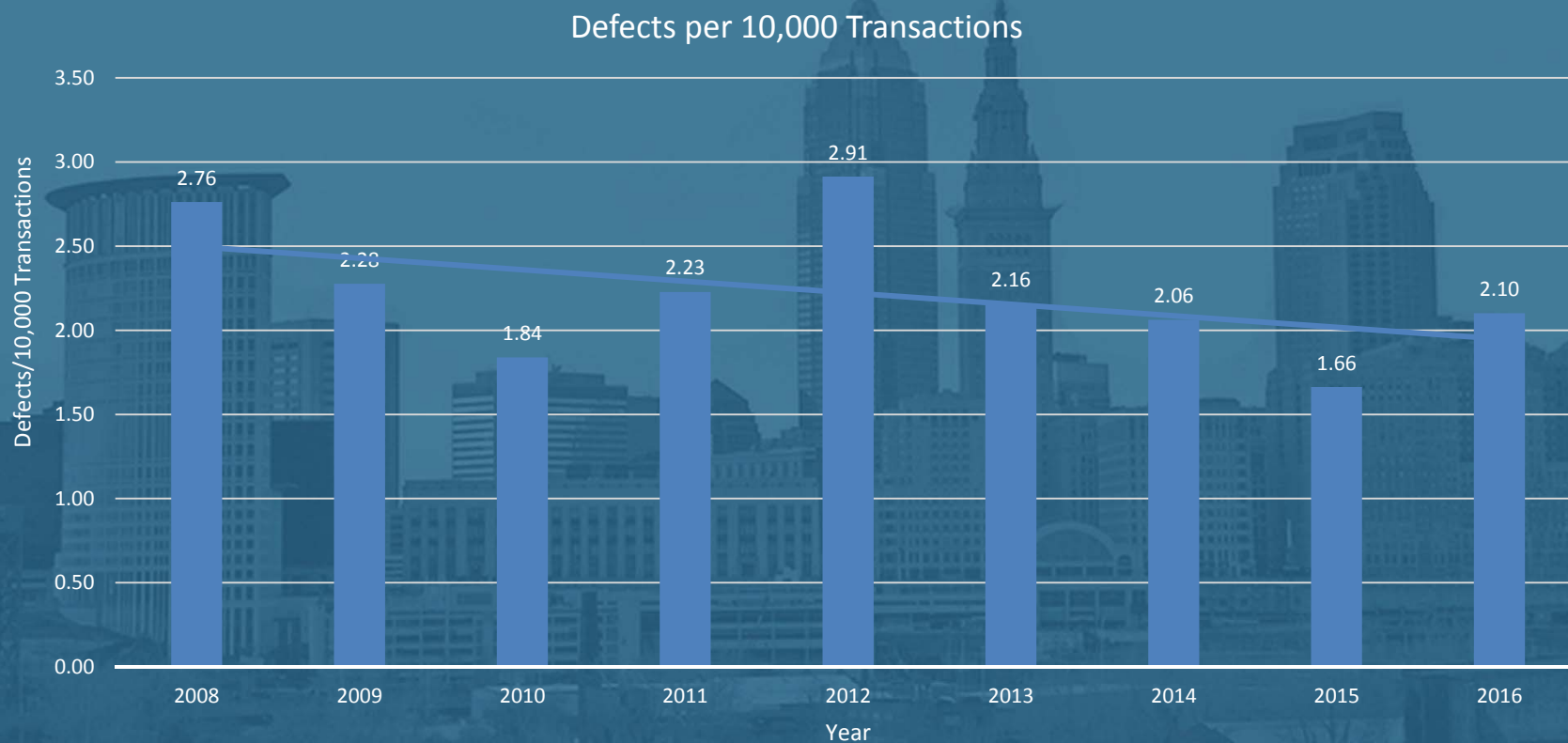
ER Dept. Maintenance Responsibilities



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Farebox Defect Rate



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“Continual Process Improvement” Farebox Maintenance Collaboration

Teamwork

- Cohesive teamwork between departments and personnel directly impacts the success of farebox maintenance efforts.



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“Continual Process Improvement”

Actions Taken From 2012-Present

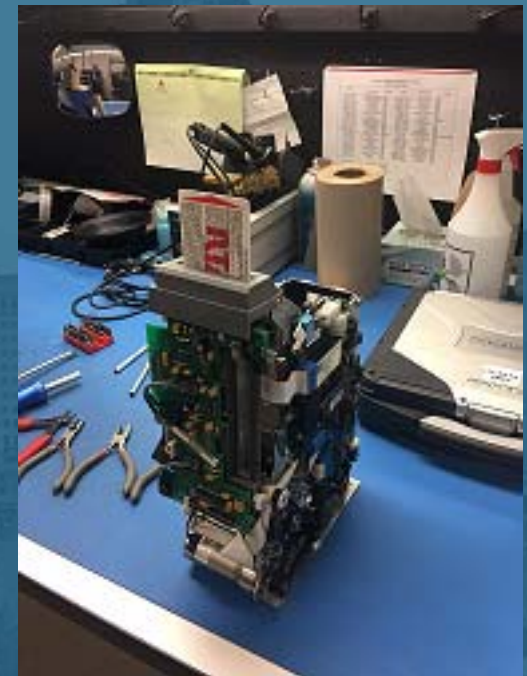
- Service Quality entering work requests into maintenance software
 - Allows for improved defect tracking and identification
- 4 Training Modules completed at Tri-C
 - AC/DC circuits, DC theory, solid state components, & circuit card assembly (CCA) repair
- New Repair Facility
 - Increased lab space, additional work benches



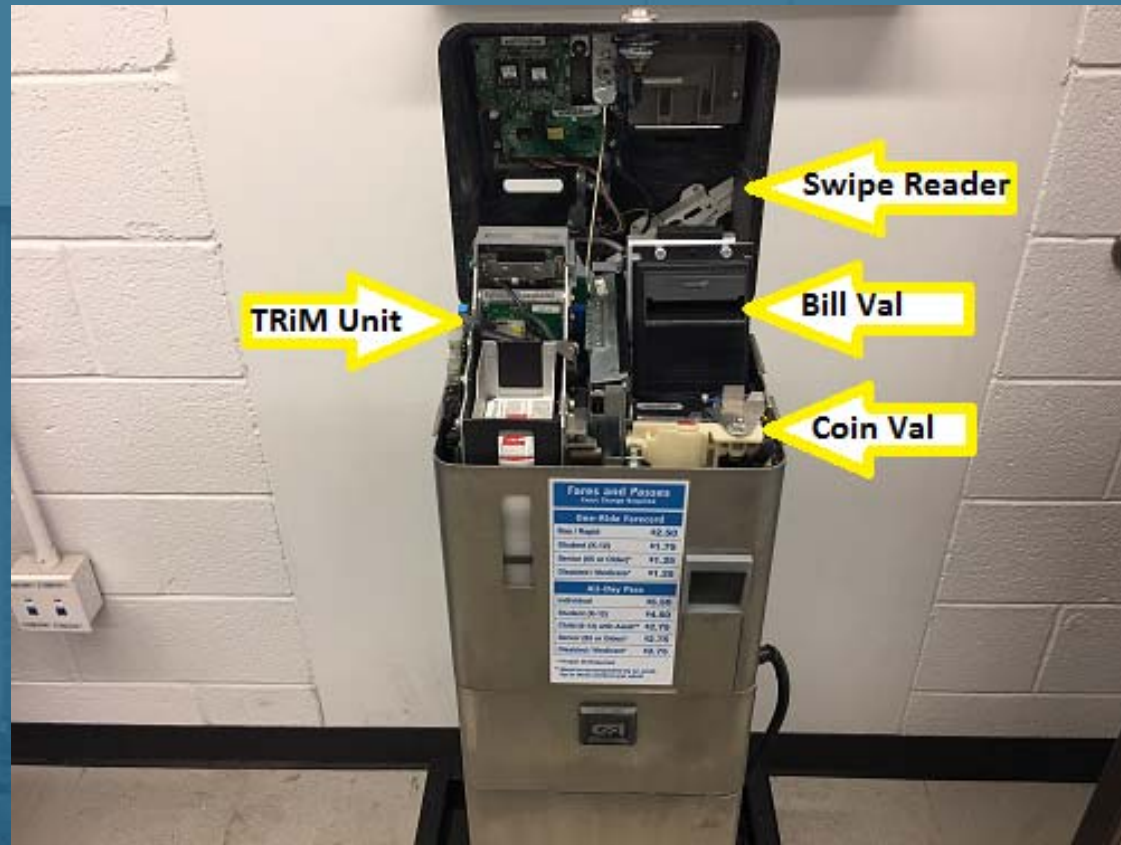
“Continual Process Improvement”

Actions Taken cont.

- New test and repair equipment
 - Updated/Standardized equipment for each station
- Modified TRiM Replacement Program
 - The TRiM unit reads and writes fare media
 - Historically the TRiM is responsible for 65-70% of all Farebox defects.
 - Began February 2015



GenFare Inc. (GFI) Odyssey Farebox



TransitStat



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Electronic Repair Woodhill Lab



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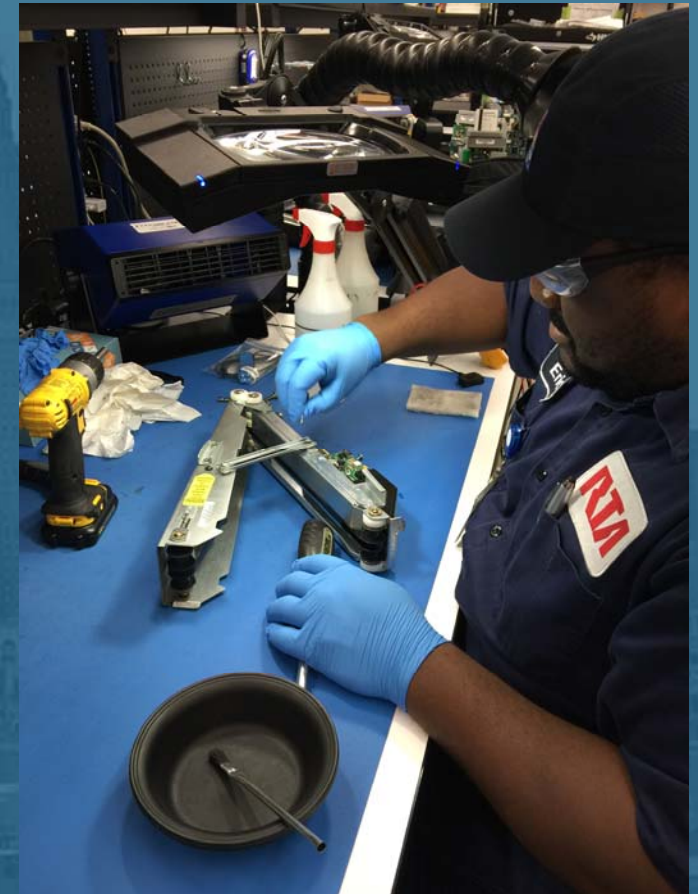
Electronic Repair Woodhill Lab cont.



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Electronic Repair Woodhill Lab cont.



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“Continual Process Improvement”

GFI Database for Predictive Maintenance Program (PMP)

- Database managed and administered by Intelligent Transportation Systems (ITS) Department
- Utilizes nightly probing data from each farebox
- Enables predictive maintenance actions
 - TRiM Diagnostic Report
 - Bus History Report
 - Maintenance Report



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“Service Excellence”

Next Steps

- Assign areas of focus for 3 supervisors [Q1 '17]
 - Increases effectiveness and streamlines communication
- Analyze PMP pilot results [Q2 '17]
 - Determine effectiveness by comparing PMP pilot results vs. historical defect and rebuild data
- Develop farebox operation/inspection SOP [Q2 '17]
 - Standardized overnight inspections will reduce pullout defects.



Questions or Comments?



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