

Table 4-10: 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 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, panes of glasses etc.) <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 buses Keep some conventional buses in reserve perhaps longer than planned at the beginning of the project. This is in order to cover the ‘teething’ period with early arrival buses Involve maintenance personnel in carrying out vehicle acceptance checks, so they learn details and issues early 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 4.2) Early attention to requirements for data (see Table 4-6 for recommendations)