

Table 4-2: Deployment: Bus Maintenance Procedures – Challenges and Best Practice Solutions.

Challenges	Best Practice Solutions
<ul style="list-style-type: none"> Acquiring maintenance expertise for FCBs. New technology needs to be watched and problems pre-empted. Scheduling of FC Buses for maintenance In spite of maintenance agreements some delays in receiving spare parts have to be anticipated. 	<ul style="list-style-type: none"> Most FCB operators have their own maintenance technicians trained by the bus supplier and supported for a period of time on site by the supplier’s technician/s. After that period, the supplier in many cases have provided ‘flying doctor’ support. See Table 4-4 for more information on Awareness Raising and Training. One site has fully outsourced their maintenance as they do for diesel buses. During the early commercial deployment of FCBs, geographically close operators should consider pooling their maintenance technician resources Oversight by the manufacturer of local maintenance activities may be required for a time to ensure the adequacy of servicing. Some sites have chosen to adjust (shorten) their preventative maintenance schedule intervals and contents for the new technology for the time being Manufacturers are starting to use pre-emptive maintenance to monitor when parts are likely to need replacing Keep existing other procedures adapted for the requirements of a FCB e.g. car wash, indoor fuelling, etc. – these will help reduce costs This challenge has been a perennial issue, occurring in every FCB demonstration project. Clearly specifying expected timeframes for the provision of spare parts and imposing penalties for these not being met must be in contracts with the FCB suppliers (see Table 2-6 and Table 3-1) In addition, when the FCBs come from a different supplier than diesel buses in the same fleet, the need for conventional spare parts (e.g. wipers or windows) must be considered