**Agency Name**

**Transit Policies and Procedures**

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| **Subject** | Maintenance Goals & Objectives |
| **Section**  | Maintenance |
| **Effective Date** |  |
| **Approved By** |  |
| **Approval Date** |  |

**Purpose**

Identify goals and objectives for maintenance operations.

**Definitions**

*Goal:* A long-term end toward which programs or activities are ultimately directed.

*Objective:* A specific and intermediate milestone that is achievable and allows measurement of progress toward a goal.

**Procedure**

Develop goals for maintenance activities. Goals can include the following:

* Provide safe, reliable, comfortable, and clean vehicles.
* Minimize road calls/breakdowns and vehicle downtime.
* Maintain a well-stocked spare parts inventory.
* Identify and implement maintenance cost reductions.
* Keep accurate maintenance records.

Identify measurable objectives to support the goals. Objectives can include the following:

* Clean all vehicles at least once a week.
* Perform preventive maintenance on each vehicle according to the manufacturer’s recommended mileage intervals.
* Reduce corrective maintenance costs by 10% each year.
* Reduce road calls/vehicle breakdowns by 10% each year.
* Perform a spare parts inventory once a month and restock items if needed.

Maintenance goals and objectives should be reviewed and revised annually. Progress should be documented by the Transit Director on a quarterly basis.

**Responsibilities**

The Transit Director should consult with vehicle manufacturers to develop maintenance goals and objectives.