

Koehl, Debbie TRAN:EX

From: O'Dell, Kylee TRAN:EX
Sent: October 15, 2020 10:02 AM
To: rwright@acciona.com; Bill Tasker
Cc: Wiseman, Jeff TRAN:EX
Subject: RE: Please advise: Equipment Readiness Audit

Hello Rick!

After reviewing two additional pieces of equipment in two additional yards, I found that both pieces met marking requirements per Schedule 11 (or, if the did not have all markings, there was a reasonable explanation, such as the explanation given for the larger lighting board at the back not being required for summer but documented to require re-installation for the winter).

That being said, this equipment audit is complete with no NCRs or OFIs being issued.

However, my one comment that may provide food for thought for the LAOP/QMS as a larger document is:
Processes were clearly evidenced by the paperwork and documentation provided to answer the audit questions, but are not clearly laid out in the LAOP/QMS. For instance, the LAOP states there will be a "fleet cycle planning process." Based on the paperwork provided in the audit, it indicates this process happening. However, the LAOP doesn't clearly outline what this process is, which makes it challenging to audit (both externally and internally), and difficult to clearly point out the breakdown in the process should something go awry. Writing out the process is basically like having an ABWI for the internal activity of "fleet planning process." These are the steps, these are the dates, these are the documents produced at each step, etc. Because there has not been much significant revision of the LAOP since the contract was awarded and work began, there are a lot of references to different processes or reviews, but not necessarily clear outlines of what the process is. Again, I'm sure many of the processes are happening, but formalizing them in the LAOP may be something worth considering for the next revision.

Thanks! Let me know if you have any questions.

Kylee

From: O'Dell, Kylee TRAN:EX
Sent: September 28, 2020 12:49 PM
To: 'rwright@acciona.com' <rwright@acciona.com>; 'Bill Tasker' <btasker@acciona.ca>
Cc: Wiseman, Jeff TRAN:EX <Jeff.Wiseman@gov.bc.ca>
Subject: RE: Please advise: Equipment Readiness Audit

Forgot to ask: would Tuesday morning, Wednesday morning, Tuesday afternoon or Wednesday afternoon work best for you both?

Thanks,

Kylee

From: O'Dell, Kylee TRAN:EX
Sent: September 28, 2020 12:49 PM
To: 'rwright@acciona.com' <rwright@acciona.com>; Bill Tasker <btasker@acciona.ca>

Cc: Wiseman, Jeff TRAN:EX <Jeff.Wiseman@gov.bc.ca>

Subject: Please advise: Equipment Readiness Audit

Hello Rick and Bill,

Per your discussion with Jeff, I would like to schedule an Equipment Audit next week. The focus will be the holistic investigation of this aspect of the business (the Winter Preparedness Audit later this month will more specifically focus on winter readiness of winter-specific equipment).

I am currently available on Tuesday or Wednesday and would like to plan for 2+ hours in the schedule to complete the audit. I will be working on the questions this week and will try and send them out in advance of the audit.

Thanks,

Kylee

Kylee O'Dell
Roads Area Manager – Similkameen

Ministry of Transportation and Infrastructure
102 Industrial Place
Penticton, BC Canada V2A 7C8

Kylee.ODell@gov.bc.ca
250-490-2225

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SECTION 1: AUDIT DETAILS

Audit Report #: _____

Service Area: SA08 - South Okanagan

Name of Contractor: Click to choose MC

Audit Date: October 7, 2020

Date Discussed with MC: Click here to enter a date.

Auditor: Kylee O'Dell

KOD
Auditor Signature

Attendee Register:

Name

Kylee O'Dell

Position

Roads Area Manager (Lead)

Topic of Audit:

Equipment Management (LAOP 400 and Schedule 11)

Overall Summary of Findings:

Attachments (e.g. photos, monitoring records, public complaints, etc.):

Note: The audit is based on a limited sampling of the operations. Although conformance with the relevant contractual requirement has been examined, other observations or non-conformances may exist.

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SECTION 2: QUESTIONS/ FINDINGS/ EVIDENCE – RECORDS REVIEWED

Question 1: Please provide evidence of AIMRoads' fleet cycle planning process per LAOP 400.
Please provide evidence that all equipment is inspected and assessed on an annual basis.

What is being assessed:

LAOP 400

Findings:

→ there is a process in place but needs to be formalized and, therefore, auditable.
not yet captured in written form
(in QMS).

Evidence – Records Reviewed:

(first time).

March 2020 – Inspection Sheet (acciona). TA257

→ given 1–4 classification depending on the extent of repairs, costs, extent of repairs.

Excel Sheet (Area 8 Inspection Sheet/Tracking). → can sort by value, etc.

Planning Repairs begins

Showed evidence of 90-day plan requirement for equipment planning

Email from Greg in March stating will begin internal audit on equipment

Example of business case for determining replace v repair on a unit (Ops and Fleet Mgr construct the case).

corp.
→ calendar (Spring Season equip reports)

Note: The audit is based on a limited sampling of the operations. Although conformance with the relevant contractual requirement has been examined, other observations or non-conformances may exist.

Question 2: Please provide evidence of process/documentation to ensure that equipment is inspected daily per LAOP 400.

What is being assessed:

LAOP 400

Findings:

Evidence – Records Reviewed:

- legal requirement: only inspected if used (CVSE).
- provided many examples of pre-post trips
- pretrip in the tablets as well
 - ↳ sends it to the mechanical foreman.

Note: The audit is based on a limited sampling of the operations. Although conformance with the relevant contractual requirement has been examined, other observations or non-conformances may exist.

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Question 3: Please provide evidence of the utilization of vendors and/or subs who specialize in specific repairs/refurbishment/warranty work OR process to solicit such work should it be required (if no examples).

What is being assessed:

LAOP 400

Findings:

Evidence – Records Reviewed:

- examples of emails w/ various vendors
(ex. WesternStar for parts)
- not certified in shop yet (2-yr process)
(ex. Inland in Penticton certifying for now)
- Viking Cives (winter equipment → warranty issues)
- Titan GPS (tracking units / ongoing work).
↳ working with SmartRoads
- have list of pre-approved vendors/pre-approved credit OR P.O. so don't have to constantly do new P.O.s
↳ Trigo and Lavarro decide if something needs to be sent even if it could be done in-house. Trigo provided email.

Note: The audit is based on a limited sampling of the operations. Although conformance with the relevant contractual requirement has been examined, other observations or non-conformances may exist.

Question 4: Please demonstrate AIMRoads' policy and process for assessing if defects/repairs are completed in an "appropriate and timely manner." Please provide an internal audits on equipment maintenance/documentation/operations.

What is being assessed:

LAOP 400

Findings:

Evidence – Records Reviewed:

- emails b/w Ops and Trigo
= list of defects, time estimates
- emails of Trigo requesting equipment
- example of pretrip → generates work order → schedule.
(X3 examples).
- depends on urgency (safety issue), minor (depends on weather or event incoming), etc. → determines timeline.
↳ work w/ operations
- National Safety Code (gives rules for if a vehicle must come off the road).
- Trigo gets weather briefings (winter equipment).
↳ Trigo and Rick meet almost every morning re: summer equip as well (triggers sub use). knows his seasonal priorities.
- provided several audits showing equipment not calibrated, etc. (field audit) (internal NC).
- creation of a new calibration form.

Note: The audit is based on a limited sampling of the operations. Although conformance with the relevant contractual requirement has been examined, other observations or non-conformances may exist.

Question 5: Please provide evidence of AIMRoads' compliance with "regulatory requirements." (Including, but not limited to, Schedule 11 fleet colour and lighting requirements, Inspection Standards Regulation in BC, etc.) (Office question and then auditor select 1-2 pieces of machinery to field check Schedule 11.) → resolved

What is being assessed:

LOAP 400 and Schedule 11

Findings:

Evidence – Records Reviewed:

- provided examples of Sched 11 Equip Requirements (just produced) (Sept 2020) → lots from Oct 6
- Bill created sheet for operators (systems checklist in addition to vehicle inspection).
 - * make sure these are built into the processes in QMS!!
- provided order form showing trucks are being ordered w/ lighting spec.

Note: The audit is based on a limited sampling of the operations. Although conformance with the relevant contractual requirement has been examined, other observations or non-conformances may exist.

Question 6: Please provide evidence of reporting structure outlined in LAOP 400: "mechanical staff are supervised by the Trade Lead Hands who report to the Mechanical Supervisor, who liaises with the balance of the Management Team."

→ go between mgmt and other mechanics.

What is being assessed:

LAOP 400

Findings:

Evidence – Records Reviewed:

- provided org chart showing this structure.
- mechanics are not reporting to operations.
- showed structure in LAOP.

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Question 7: Please provide full example of fleet maintenance process (from issue to return to field).

What is being assessed:

LAOP 400

Findings:

Evidence – Records Reviewed:

- pre-trip given to Mechanical Supervisor (emailed/phone)
- generates Mechanical Order
- Mechanic schedules repair
- Mechanic signs off.
- reinforced by training (if someone doesn't know what to do)
- CVSE, National Safety Code (can be inspected at any time).
- also provided example using Kaltire

SECTION 3: ACTIONS TO BE COMPLETED / RE-DONE

Describe all actions to be completed and/or re-done by the contractor.

Date accepted by MOT: [Click here to enter a date.](#)

Initials: _____

SECTION 4: NCR/OFI ISSUED

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