

Approved:

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Office: Maintenance  
Topic No.: 325-010-001-I



Department of Transportation

## **MAINTENANCE MANAGEMENT SYSTEM**

### **PURPOSE:**

To provide a management system for collecting information necessary to effectively plan, organize, direct and control maintenance operations on the State Highway System.

### **AUTHORITY:**

Sections 20.23(3)(a) and 334.048(3), Florida Statutes (F.S.)

### **SCOPE:**

This procedure affects individuals involved with the collection of data for, and the operation of, the Maintenance Management System.

### **DEFINITIONS:**

The Maintenance Management System is the method Maintenance Managers use to plan, organize, direct, and control maintenance of the State Highway System.

### **GENERAL:**

This procedure and software are the responsibility of the Office of Maintenance. The Maintenance Management System (MMS) supports the transfer of timesheet information to the State of Florida's People First System. When the timesheet process is utilized, all requirements of this procedure and ***Department of Management***

**Services Personnel Rules** must be met. Periodic revisions to the software, and supporting user handbook, may be distributed upon request of the District Maintenance Office. **The MMS User's Handbook**, detailing specific techniques and processes for computer operation, is available from the Office of Maintenance.

## 1. WORK IDENTIFICATION

### 1.1 OBJECTIVES

Locally established objectives and work identification must be made to support overall Department of Transportation objectives that identify a uniform maintenance condition rating. Work is to be planned and scheduled to meet the desired uniform maintenance condition rating. Ratings are determined by period, three (3) times yearly, plus a summarized yearly rating. The summarized yearly rating should be used to establish a tentative work plan for the following year. The available information indicating specific period ratings, quantities of activities performed per period, and the total yearly budgeted activity quantities will be used to adjust future period work plans.

### 1.2 WORK ACTIVITIES AND ROUTINE MAINTENANCE STANDARDS

All work reported through MMS will be identified and assigned in accordance with the detailed activity description and performance standards. These standards are a written description of the most efficient combination of labor, equipment, and materials, along with the proper work methods, to be followed in the performance of the work activities.

### 1.3 WORK NEEDS

- 1.3.1 Routine maintenance work is to be specifically identified and inventoried using the **Work Determination, Organization, and Scheduling System (WDOSS), Form No. 325-010-02**.
- 1.3.2 Work may also be identified from written, verbal, or telephone requests. All requests of this type shall be verified for validity, and scheduled according to priority.
- 1.3.3 Emergencies, defined as immediate need situations (e.g., overturned fuel truck), will also contribute to work needs and should be identified in the **WDOSS** as soon as possible so that reporting of work completed may be accomplished.
- 1.3.4 Special projects may also be included in the **WDOSS**. Normally, these projects should be planned with sufficient lead time to allow for proper scheduling.

- 1.3.5 Other maintenance functions, such as overhead functions, driveway utility inspection, supervision, engineering, and inspection, may also be assigned and reported through MMS. If an activity is reported, it must be reported completely. Partial reporting will result in the inaccurate representation of district efforts.

## 2. DIRECTING

### 2.1 AUTHORIZING THE WORK

- 2.1.1 Routine maintenance forces and Department of Corrections assignments will be authorized through use of the ***Daily Maintenance Crew Report, Form No. 325-010-01***.
- 2.1.2 Emergency work assignments will be made as required.
- 2.1.3 Contract work will be assigned and reported in accordance with ***Maintenance Contract Administration, Inspection, and Reporting, Procedure No. 375-020-002***.
- 2.1.4 All inventoried work will be prioritized considering the safety of the traveling public, protection of investment, and aesthetics.
- 2.1.5 Work should be assigned with consideration for the maximum effective use of resources, and minimum disruption to the traveling public.
- 2.1.6 All assignments should be made to best serve the public.

### 2.2 SCHEDULING OF WORK

Work should be scheduled in a logical manner to provide maximum production and efficiency of assigned crews.

### 2.3 INSPECTING THE WORK

- 2.3.1 Maintenance work shall receive ongoing inspections to verify completeness and acceptability of assignment. Work reported as complete and acceptable indicates the completed product complies with accepted Department standards. These inspections shall be performed by the Maintenance Engineer, and/or designee. The designee should be a Highway Maintenance Supervisor or higher. Verification of inspection for routine maintenance forces and Department of Corrections will be noted in the ***Quality Check*** section on the back of the ***Daily Maintenance Crew Report, Form No. 325-010-01***, used to assign the work site, and occur once daily, at a minimum.

- 2.3.2 Verification of inspection for contract work will be in accordance with ***Maintenance Contract Administration, Inspection, and Reporting, Procedure No. 375-020-002.***

### 3. REPORTING AND EVALUATION

#### 3.1 REPORTING ACCOMPLISHMENTS

- 3.1.1 Routine maintenance work completed by routine maintenance forces, or Department of Correction crews must be reported to the MMS. Department and DOC crews shall report the information requested on the ***Daily Maintenance Crew Report, Form No. 325-010-01*** (Cost Center, Crew Number, Roadway Section and Milepost Location, Maintenance Activity, Number of Units Completed, Man-hours Worked, and Vehicle Usage). The information requested on the front of this form, and the ***Quality Check*** on the back, must be provided, at a minimum, for all assignments and reporting.
- 3.1.2 Comparable Department activity production for contract crews will be reported separately to the Department's AASHTOWare SiteManager System. This data will then update the MMS Contract Library using the AASHTOWare SiteManager MMS Interface. The intent is to represent current workloads performed by contract, and to capture an entire year's contract effort within the MMS Contract Library. If work is performed in June of a fiscal year, but not paid until July or later in the next fiscal year, the work and associated costs must be moved from the year payment is submitted and reported to the year it was performed. **The MMS Contract Library will remain open until September 1 of each year to accommodate a complete year's processing and reporting.**
- 3.1.3 Production reported to the MMS shall be inspected to determine compliance with accepted Department standards. Such standards are detailed in the A ***Guide for Roadside Vegetation Management, Shoulder Repair Handbook, Asphalt Repair Handbook, Standard Specifications for Road and Bridge Construction***, and others, and are available from Maps and Publications. Production will be reported only once for each time satisfactorily completed. Additional production for areas reworked due to unacceptable quality will not be reported. Sites reworked by routine maintenance forces and Department of Corrections because of unacceptable quality will report only time and equipment.
- 3.1.4 Work reported to the MMS must receive a final check verifying the accuracy of entered information.
- 3.1.5 All identified errors must be corrected. A summary of daily production retrieved

from the MMS is to be attached to the completed maintenance crew reports (source document) to verify acceptance of entered data.

- 3.1.6** These daily production reports are to be retained on site with the ***Daily Maintenance Crew Report, Form No. 325-010-01***, for three fiscal years.
- 3.1.7** When the ***Daily Maintenance Crew Report*** is used as a timesheet, all entries for employee hours worked, and leave time taken, shall be made in ink. The employee and supervisor shall sign the ***Daily Maintenance Crew Report*** indicating the hours shown are accurate.

### **3.2 CHANGES TO MAINTENANCE SYSTEMS DATA**

When changes to timesheet data are necessary to pass edits or data checks, corresponding changes or corrections must be entered into the MMS Library.

### **3.3 EVALUATING PERFORMANCE**

To determine the effectiveness and efficiency of operations, all reported production data must be evaluated. This will involve comparison of accepted standard production rates to actual performance of crews, or a daily assigned production rate, if different from the accepted standard production rate. Any assigned production rate must be justified by known difficulties or differences for the particular job assignment. All analyses indicating significant variances (approximately 25 percent for the period reviewed) from standard or expected production rates, or unusual equipment and/or material usages, must be resolved to the satisfaction of the Maintenance Unit Engineer.

### **3.4 QUALITY CONTROL**

The District Maintenance Office shall develop quality control methods that ensure compliance with this and related procedures. Documentation providing verification of the periodic quality control checks shall be retained by the district for two years. This information will be used in Quality Assessment Reviews.

### **3.5 CERTIFICATION OF DATA**

The Office of Maintenance will compile all entered MMS data into several published reports following the close of the previous fiscal year. Prior to preparation of these reports, the District Maintenance Management Systems Manager must submit a certification to the State Maintenance Management Systems Administrator stating all data contained within the specific fiscal year, and associated with that district, is accurate and represents the best-known

information concerning the reported activities. A copy of the **Certification Letter (Attachment A)** must be submitted prior to October 1 of each year.

#### 4. RECORD RETENTION

The **Daily Maintenance Crew Report, Form No. 325-010-01** shall be retained on site for three (3) fiscal years.

#### 5. TRAINING

Training in systems operations, or identification of systems changes, will be provided by the Office of Maintenance. This training is identified as **Course No. BT-07-0024, Maintenance Management Systems Training**, and should be attended by those involved in systems operations.

#### 6. FORMS ACCESS

Form No. 325-010-01, Daily Maintenance Crew Report, is printed from the Maintenance Management System.

Form No. 325-010-02, Work Determination, Organization, and Scheduling System (WDOSS) is available from the Department's Forms Library.

#### 7. ATTACHMENTS

Certification Letter (see **Section 3.5**)

**ATTACHMENT A**  
**CERTIFICATION LETTER**

**MEMORANDUM**

DATE: \_\_\_\_\_

TO: State Maintenance Management Systems Administrator

FROM: District Maintenance Management Systems Manager

COPIES: District Maintenance Engineer

SUBJECT: **CERTIFICATION OF MAINTENANCE MANAGEMENT SYSTEMS DATA  
FOR FISCAL YEAR \_\_\_\_\_**

I certify the data contained within the following systems is accurate, contains the best known information for the reported activities for the district, and may be used to prepare all yearly reports.

**1) Maintenance Management Systems, In-house data**

**2) Maintenance Management Systems, Contract data**

**3) Maintenance Management Systems, Department of Corrections data**

SIGNED \_\_\_\_\_

DISTRICT \_\_\_\_\_ MAINTENANCE MANAGEMENT SYSTEMS MANAGER